



LONDON TEACHING POOL LTD

Candidate Handbook

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TLTP Education

TLTP CANDIDATE HANDBOOK

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Welcome to TLTP

London Teaching Pool Ltd (TLTP) is an independent supply teaching agency that has been placing teachers, management and support staff in schools across London and the Home Counties since 2006.

TLTP employs over 30 experienced consultants, each committed to delivering an unrivalled first-class service. TLTP's personal, open and honest approach enables a closer match for both the candidates and schools.

We provide staffing solutions for the permanent, long term and day to day requirements of all types of schools including Primary, Secondary and Special Educational Needs. Each week we place over 250 staff at more than 150 schools. TLTP are proud to be a member of the REC and holder of the REC Audited Award, the gold standard in safeguarding. We strictly adhere to rules and regulations and are always fully up to date on changes within the education sector.



DARRYL MYDAT
Managing Director, TLTP Education

“Welcome to TLTP, I am delighted to have you working with us – you are our most valuable asset and we will take care of you every step of the way. We pride ourselves on working with the most talented and reliable education professionals who are motivated to make a difference to every school and child they work with.”

“We have designed this handbook to support you; it sets out some clear guidelines and useful tips to help you get the most out of working with us and our schools. We look forward to working with you and supporting your teaching career.”

Our Services

Each of our consultants specialises in one area of Education in a specific location, and will be able to provide you with a friendly, expert service. There are several types of teaching roles you can choose from. At TLTP we are able to offer the following types of assignments:

Day-to-Day Supply Work

This is a great way to kick start your career and gain valuable insight into teaching. Day-to-day teaching gives you the opportunity to teach various age groups in different schools, within a short period of time – anything from one or two days to one or two weeks.

Many schools require last minute cover for sickness, unplanned absence and staff training. These assignments are awarded throughout the day but usually early in the morning from 7am to 9.30am and again in the afternoon from 2pm to 4pm for the following day. If you want to be considered for day-to-day assignments we would always recommend that you call us during these hours. For work early in the morning you need to be up, prepared and in a position to leave your property within 10 minutes of being allocated an assignment.

You have the option to work the days you want to work. If you are studying part-time, have childcare responsibilities, can only work on a flexible basis or just want to try different things, then a day-to-day assignment would be perfect for you.

Being flexible, organised and having your necessary documents to hand is key. You will need to get to the school as soon as possible and be sensitive to the needs of a busy and possibly stressed, cover coordinator.

Short and Long Term Work

If you want to take on the responsibility of a full-time classroom teacher and feel part of the school community, this is a perfect way to do so. Schools always need cover for unfilled vacancies, maternity leave or long term absences. Such posts can last anywhere between four weeks to a whole academic year. This option also gives you longer term security and possibly a better routine as you will be allocated to teach in one school.

Continuity is very important on a long-term assignment as students will become used to a certain teacher or teaching assistant and their particular leadership style. Disruptions in this continuity can cause students to feel anxious and could have a detrimental effect on their learning and development.

When taking a long-term position, please make sure you are fully aware of our expectations on your commitment to the role and that you are happy to meet these expectations. If you need to finish a long-term position early please ensure you give a minimum of one week's notice.

Permanent Work

TLTP offer a permanent recruitment scheme where you will be employed directly by the school, paid directly by them on a monthly basis and where you can benefit from full employment rights.

This option will allow you to be paid during the school holidays, give you the option to opt in to the teacher's pension scheme and take advantage of career development opportunities. Overall it provides you with security in the long term.

If you are looking for a permanent role, we will promote you in the same way as we do for long term supply. Once you have signed a contract with a school you will become their employee and no longer be a worker for TLTP Education.

Schools will sometimes approach people on long term supply directly about joining as a permanent member of staff. If they do, it is important that you let your consultant know so that they can make the necessary arrangements with the school.

Regardless of the type of assignment you are on, TLTP Education candidates have a reputation for treating every assignment as if it is a permanent role; injecting a sense of purpose into the classroom and helping the school to the best of their ability. As day to day assignments can lead to long-term work, it is an approach that will help build your reputation and employability profile.

When working in a school we expect you to:

- Fulfil your role as best you can, working to ensure that pupils' regular progress is not disrupted.
- Unless otherwise advised, teachers are expected to be dressed appropriately in smart office wear at all times. Some schools may have a specific dress code which you must adhere to.
- Be flexible; your original booking may be for a Year 6 class but the school may occasionally decide on the day that you are teaching a Year 4 class.
- Take additional materials and work with you just in case the circumstances of the placement are changed at the last minute.
- Adhere to the ICT policies of your placement and be aware of the TLTP Education Social Media Code of Conduct
- Ensure all pupils under your care have left the school safely with all of their belongings. This is especially important in the case of younger children who must not be left unattended or allowed to leave with an unidentified adult.
- Keep the classroom as tidy as or even tidier than when you first entered it.
- Keep the teacher's desk tidy and ensure all completed work is marked and easily accessible.
- Ensure any notes on activities completed are readily available for the returning teacher.
- Report to your designated contact on arrival of your assignment and before you leave.
- Ask your contact if they need you back again the following day or for any further bookings
- Arrive on time, ideally at least ten minutes before the start of the school day.
- Not be first to leave, 15 minutes after the school day finishes is usually acceptable.

Our Commitment to You

We will work hard to provide you with a personal service to ensure we find the right role for you and support you at every stage of the journey.

We will:

- Provide 24 hour contact – our office is open between 7am and 6pm, backed by an on-call service at all other times.
- Assign a designated fully trained and experienced consultant who will deliver a highly responsive friendly and honest service.
- Promote you to suitable schools and make you aware of relevant vacancies.
- Negotiate pay rates which are both fair and competitive.
- Find flexible and varied work which will suit your personal goals and ensure a healthy work/life balance.
- Help you prepare for interviews and trial days.
- Provide honest information about the school, with details of the role you will be covering.
- Undertake all the necessary child safety checks (Enhanced DBS).
- If we require additional information or documents from you we will let you know what they are
- Once your file has been cleared we will let you know
- Let you know if your file does not meet our recruitment criteria and the reason(s) why
- Pay you what we say you will get paid
- Work hard to obtain feedback for you after every assignment
- Endeavour to find you suitable roles and in the areas where you want to work
- Offer you work with as much notice as possible and as locally as possible.
- Keep in touch with you about job opportunities
- Keep you up to date with changes in the local recruitment market
- Offer you job search skills, advice and career planning to support you in progressing your career.
- Provide references for the dates you worked on assignment with us
- Understand your short and long-term plans and your career aspirations
- Assist any of your colleagues, friends or family members within the education field to access great opportunities and reward you for recommending them to work with us (see our Refer and Earn scheme on page 8).



Your Commitment to Us

We promise to work hard to fulfil your expectations in finding the right placement for you. However, in return we expect all our staff to act as professional representatives of TLTP at all times. We expect you to:

- Consider TLTP Education to be your first choice agency.
- Attendance:
 - Make all reasonable efforts to attend your assignment on time, every day.
 - If you are ill or otherwise unable to fulfill an assignment please contact us immediately so we can find a replacement for you. Our office operates a 24-hour service, we will need to know either the night before or first thing in the morning before 7am.
 - If you anticipate being late for an assignment we expect you to contact your consultant, so we can keep the school informed. The most common piece of negative feedback we receive from our clients is candidates arriving late to a booking. It is very important for all our supply teachers to be on time. This is essential in enabling us to build good relationships with our clients, many of whom like to book the same teachers again.
- Be prepared for early morning phone calls. The office opens at 7am and we will be calling you with work from that time onwards.
- Stay in regular contact with your TLTP Education consultant about your availability for work.
- Complete and submit timesheets on time.
- Give us feedback on your experiences within schools.
- Undertake interviews and trial days when requested.
- To update us with your weekly and daily availability in advance
- To provide all necessary documentation for your child safety checks
- Ensure you have a map handy particularly for emergency bookings. Your consultant will also be able to assist you with directions if you need them.
- One of the best ways to get more work from us is to leave the assignment having made a good impression to both the pupils and staff.



020 8709 6540

Our business depends entirely on the good reputation we have worked hard to develop over the years and we expect all our staff to maintain our high standards with our clients.

Professional Standards

We recommend that you read and fully understand the Teacher Standards published by the Department of Education. While not all the points will be relevant to you, it will give you a very good idea on the expectations of a full time classroom teacher. However, at the very least you will be expected to:

- Control your class and encourage the children to produce work of a high quality.
- Mark the work completed that day. Please refer to the schools marking policy.
- Avoid physical contact with pupils, follow the schools Safeguarding Code of Conduct. Do not put yourself at risk!
- Be responsible for the safety of children in your care. Classes should never be left unattended.
- Refer serious disciplinary problems to a senior member of staff with a written account of the incident.
- Never answer your mobile phone during class time or use a camera or video phone.
- Ask the school if you need to use a school computer for personal use.
- Dress appropriately. This will give a good impression to the school and they will be pleased with your professional attitude.
- Take care of your personal hygiene. We do not want to sound insulting but it is not uncommon for us to receive calls from clients concerned about the hygiene standards of our candidates.
- Not to arrive at school whilst under the influence of alcohol or drugs. If you do, it will result in immediate termination of the assignment and removal from our register.

For more information please view our Code of Conduct policy at www.tltp.co.uk/Articles/Code-of-Conduct

Refer and Earn Scheme



The foundation of our campaign is built on recommendations. We have been helping teachers, support and management staff to find jobs for over ten years. We have a passion for ensuring we place people in fulfilling careers and we are proud of the fact that our reputation for doing so ensures we are regularly recommended to others.

As a thank you, for every person you recommend that we successfully place on an assignment, and that meets our terms and conditions, we will reward you with £130 (subject to statutory deductions).

All you need to do is complete the referral form. This can be found at www.tltp.co.uk/Recommend-Job-To-Friend alternatively call 020 8709 6540 or email info@tltp.co.uk.

Preparing for your Assignment

Your consultant will support you in preparing for each assignment or interview that you attend.

Every time you work for us you MUST carry your original DBS disclosure and valid form of photographic identification (such as a driving licence or passport) with you.

You will be asked to show these documents when you arrive at the school. If you are unable to produce these documents you may be turned away from the school without remuneration.

Ensure you plan your journey in advance to make sure that you arrive at school at the required time. Most schools require supply staff in school by 8.15am. For shift work such as invigilation or nurseries please arrive 15 minutes before your shift is due to start. If you are running late please call to let us know and make your apologies when you do arrive. For early morning assignments please get to school as soon as possible. It is a good idea to have a sat nav to hand. We aim to visit all of our schools so we can help you with travel directions and local landmarks.

Making a good impression

It is very important to make a good impression from the moment you arrive at your assignment. If you are smart, professionally dressed with good personal hygiene, punctual, organised and keen to start work – you will impress immediately.

Dress code

As many schools have strictly defined pupil uniform regulations they also have accepted standards of staff dress.

The following items of clothing are inappropriate for working in schools:

- ✗ Jeans
- ✗ T-shirts
- ✗ Sweatshirts/tracksuits/dungarees
- ✗ Low-necked tops/cropped tops
- ✗ Shorts/low rise trousers
- ✗ Over-the-knee boots/very high heels/flip flops/ trainers (unless it is for teaching PE)
- ✗ Very short skirts
- ✗ Elaborate jewellery
- ✗ Tattoos on display
- ✗ Dirty or paint splattered clothing

In some cases there are exceptions to the dress code as outlined below:

SEN

In some SEN environments the dress code may be different and more casual. If you are going to a SEN school for the first time it is a good idea to ask your consultant what clothing is appropriate.

Physical Education

If you are teaching PE, tracksuits and trainers are essential. It is a good idea to carry a change of clothing just in case.

Faith Schools

Some faith schools may have a certain dress code policy which you will be required to adhere to. Please check with your consultant beforehand.

Arriving at your Assignment

When arriving at the school regardless of the type of assignment you are undertaking there are certain things you must do before you start.

General Information

- Sign the visitors' book on arrival and sign out when you leave.
Even if you are on a long-term placement you must still sign in and out every day. This is a health and safety requirement of every school to ensure that in the event of an emergency all persons can be accounted for. Should any dispute arise over days spent in school or arrival times, your signing in and out will also help confirm this information.
- Find out your responsibilities for the day
- Find out which lessons you are covering
- Ask for the school timetable
- Obtain a map of the school
- Find out any security codes, key fobs or passes you need to access 'staff only' areas
- Find out the registration/assembly procedure
- Ask for and read the behaviour policy and general rules of discipline for pupils
- Find out the playground duties/lunchtime duties and routines
- Find out if there any additional events happening within school (trips/important visitors/Ofsted inspections/seasonal events)
- Find out what classroom equipment is available
- Use of ICT and ICT Policy
- Numeracy and Literacy Policy

Staff Information

- Find out who to report to
- Names of the senior leadership team
- Find out the person responsible for health and safety/first aid emergency/fire drill/dinner money (if applicable)
- Find out the name of person should guidance on curriculum or disciplinary issues be required
- Names of office staff and caretaking staff

Class Information

- Name of the class you will be taking
- Name of the teacher you are covering for
- Number of pupils
- Names of the teachers and relevant classes
- Names of teaching and support staff
- Lesson requirements and instructions left by teacher
- Ability level of class
- Special requirements such as: special needs, behavioural problems, health issues etc.
- Class seating plan



Job Responsibilities

If you are working as a Teacher you will be responsible for:

- Ensuring a safe learning environment
- Maintaining control in the classroom
- Teaching the work set or appropriate work for the subject/year
- Ensuring that all children have an opportunity to learn
- Differentiating your work for different levels of abilities and SEN
- Liaising with teaching assistants and support staff
- Working as part of a team
- Displaying good subject or curriculum knowledge
- Teaching thought-provoking and informative lessons
- Ensuring each lesson has clear objectives and that the children understand the work
- Creating a positive learning atmosphere in the classroom
- Presenting work in a way that interests and motivates young people
- Encouraging children to raise their own expectations
- Developing professional relationships with students and staff
- Delivering lessons with personality, incorporating your personal interests and talents as and where appropriate
- Ensuring that all completed work is marked
- Leaving a clear handover for the absent teacher in the form of a lesson review sheet
- Dismissing students safely at the end of each lesson.
- Leaving the classroom in a clean and tidy manner
- Ensuring any discipline issues are dealt with in line with the school's behaviour policy and reported accurately

If you are working as a Teaching Assistant you could be responsible for:

- Supporting a group of children within a class
- Supporting different children in one class
- Supporting the teacher by getting resources and by carrying out clerical tasks
- Ensuring a positive working environment by being enthusiastic and helpful
- Encouraging children to raise their own expectations
- Ensuring children are safe in the classroom, playground and all areas of the school.
- Working with the teacher to provide effective intervention work with a specific group of children
- Developing professional relationships with students and staff
- Working with outside agencies to assess a child's progress
- Helping with personal care
- Being a positive role model
- Dismissing students safely at the end of each lesson
- Leaving the classroom in a clean and tidy manner
- Supporting a particular child with SEN following their Individual Education Plan and/or Individual Behaviour Plan
- Ensuring any discipline issues are dealt with in line with the school's behaviour policy and reported accurately.

Supporting Your Pupils

- Creating a positive learning environment
- Maintaining control
- Presenting the subject in ways that interest and enthuse them
- Making the learning objectives clear and concise
- Helping those who are having difficulties, encourage them to raise their expectations of themselves
- Developing professional relations with them

Long Term Assignments

If you are working on a long-term teaching assignment, you will be required to take on all the responsibilities of the absent permanent member of staff:

- Planning lessons
- Mark work regularly
- Monitor pupils' progress and keep record
- Complete reports
- Attend meetings, parents' evenings and in-service training days

The only difference between you and a permanent member of staff is that you are employed by TLTP Education for the duration of your assignment.

The Agency Workers Regulation

What is AWR?

The Agency Workers Regulations (AWR) gives agency workers who, have been in a job for more than 12 weeks, the same employment and working conditions as they would have had if they had been directly recruited by the hirer. The aim of the legislation is for agency workers to be provided with equal treatment in the workplace.

Day One Rights

Under the regulations there are also 'day one rights', which apply from the first day of the employment. These rights include access to onsite collective amenities (such as car parking and canteen), access to information about permanent job vacancies as well as the maternity rights of agency workers. Amenities such as subsidised gym membership and season ticket loans are out of scope as they are considered to be a reflection of the long term relationship between an employee and a hirer which will not be appropriate for agency workers.

After working for 12 calendar weeks in the same role at the same school, you will be entitled to equal treatment, irrespective of the number of agencies that supplied you or whether you are working on a full or part-time basis. Any time worked during a week will be counted as 'one week'– even if you have only worked a few hours in a week.

The qualifying period can be paused for particular circumstances:

Type of absence affecting the 12 week qualifying period	Effect on the 12 week qualifying period
Any reason where break is less than 6 weeks	Pauses the clock
Sickness absence	Pauses the clock up to 28 weeks
Annual Leave	Pauses the clock
Shutdown i.e. company closure, school holidays	Pauses the clock
Jury service	Pauses the clock up to 28 weeks
Industrial action	Pauses the clock
Pregnancy and maternity-related absence	Clock keeps ticking*
Statutory maternity, paternity or adoption leave	Clock keeps ticking**
Agency worker begins a new assignment with a new hirer	Clock resets
Agency worker remains with the same hirer but is no longer in the same role	Clock resets
Break between assignments of 6 weeks or more(which is not one of "pauses the clock" or "clock keeps ticking")	Clock resets

*The protected period for a pregnant agency worker begins at the start of the pregnancy and ends 26 weeks after childbirth (or earlier if she returns to work).

**Where an agency worker has a contract of employment with an agency and is entitled to this type of leave.

For more information visit www.tltp.co.uk/Articles/AWR-Information-for-Agency-Staff

Disclosure and Barring Service

In order to send you out to work we require a police check (Disclosure and Barring Service certificate - DBS previously referred to as a CRB). It costs £64.80 and we accept all major credit and debit cards, cheque, bank transfer or cash.

An Enhanced DBS check can take from 1 week to 3 months to be completed and it depends entirely on which police force it is sent to and what their caseload is like. Therefore, it is important you apply for one with enough time before you start work.



If you already have a valid DBS

If you have a valid DBS that is registered on the update service we do not need to process a new one, but we will need to see your certificate and your signed permission to check it.

What is the DBS update service and how can it benefit me?

You can register your DBS certificate on the update service for £13.00 a year, this then means your details are on a register that gets up dated weekly by the police. So instead of paying £64.80 every time you join a new organisation for another certificate they can just check the update service which will say if your DBS certificate is still current. You only have 19 days to do this from the issue date on your certificate.

Also if you have a gap in your teaching career but your DBS is on the update service we can recheck the certificate to ascertain that you are still suitable to work with children and young adults.

For more information visit on the DBS update service visit www.gov.uk/dbs-update-service

Payroll

You can choose to be paid via an Umbrella Company or via PAYE. Your consultant will discuss your options in more detail when you register.

For your information we work closely with the following payroll providers;

JMK

www.jmkgroup.co.uk

01895 447 800

Key Portfolio

www.keyportfolio.co.com

0345 371 0303

NumberMill

www.numbermill.co.uk

0333 121 2001

Umbrella

www.umbrella.co.uk

01625 546 610

For more information on payroll options visit www.tltp.co.uk/Articles/Payroll

Timesheets

However you choose to be paid each week, a timesheet will be generated on our online portal for you to complete. Your line manager will need to authorise the timesheet to ensure that we can pay you on time.

Account creation

An account is created for you on our payroll software (Merit). An automated email is sent to you to activate an online account, you will then need to:

1. Click on the link contained in the email and this will take you to the online portal where you will be asked to 'create a password'



The screenshot shows a web page titled "Account Activation". On the left is an icon of a computer monitor with a padlock. To the right of the icon, the text "Account Activation" is displayed in a large, bold font. Below this, a message reads: "Please enter a password to be used for your logon and click Activate". The form contains four fields: "Name" with the value "Fred Jones", "Username" with the value "fred.jones", "Password" (an empty text box), and "Confirm Password" (an empty text box). At the bottom of the form is a button labeled "Activate Account".

2. Create a password and click 'activate account' the following message will then be displayed if the account activation has been successful.



The screenshot shows a web page titled "Account Activation Successful". On the left is an icon of an open padlock. To the right of the icon, the text "Account Activation Successful" is displayed in a large, bold font. Below this, a message reads: "You may now click the link to [Login](#)".

At this point you will be able to click on 'Login' to the online timesheet portal.

3. You will then be asked to enter your password and be able to access the portal account

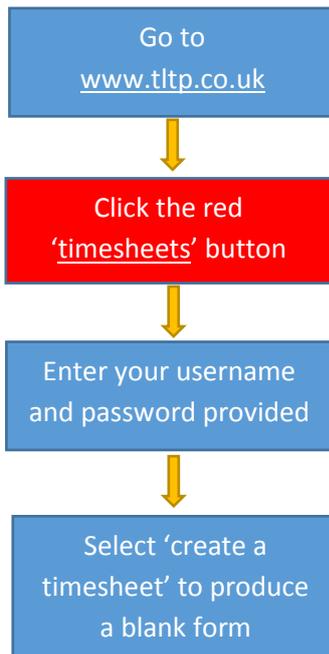


The screenshot shows a web page titled "Login". On the left is an icon of a computer monitor with a padlock. To the right of the icon, the text "Login" is displayed in a large, bold font. Below this, there are two text input fields: "User ID" and "Password". At the bottom of the form is a button labeled "Login". Below the form, there is a horizontal line and a link: "[Forgotten Username OR Password - click here](#)".

To create a timesheet please refer to the step by step guide on the next page (page 16)

Guide to Creating and Submitting a Timesheet

Once you have activated your account, follow the step by step guide to create and submit a timesheet



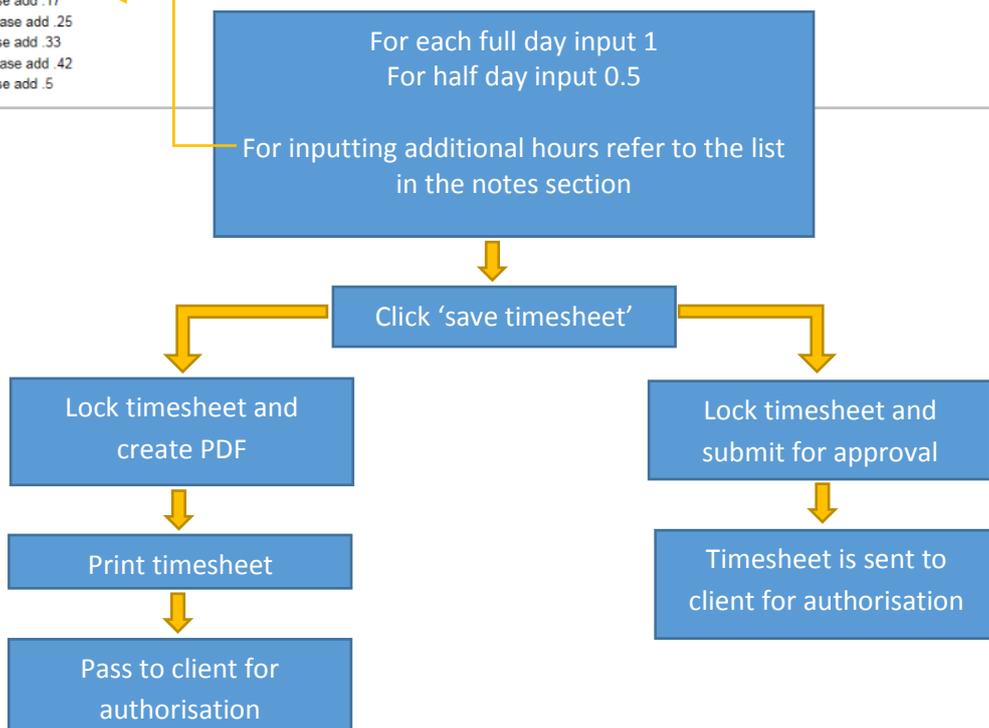
Timesheet Entry

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Basic Pay	<input type="text"/>							

Timesheet can be electronically authorised by Darryl Mydat (Primary Authoriser) and Paul Skilton

Notes
 If you are hourly paid please input your hours above using the 24 hour clock. Once the total is calculated please input the total hours into the basic pay boxes.
 For daily paid staff that have worked agreed overtime please add the following to your days inputted:

- 30 minutes overtime please add .08
- 1 hrs overtime please add .17
- 1.5 hrs overtime please add .25
- 2 hrs overtime please add .33
- 2.5 hrs overtime please add .42
- 3 hrs overtime please add .5



Timesheet FAQs

Timesheet will not save

Check you have added up the day(s) worked and entered a figure in the total box

Check you have used the correct format for any overtime work

- › 30 minutes enter .08
- › 1 hour overtime enter .17
- › 1.5 hours overtime enter .25
- › 2 hours overtime enter .33
- › 2.5 hours enter .42
- › 3 hours overtime enter .5

After saving a timesheet there is not a 'lock timesheet and submit for approval' button

If the 'lock timesheet button and submit for approval' is not available the client has not created an online account.

You will have to save your timesheet as a PDF, print it and pass to your line manager for signing. The timesheet can then be faxed to the number detailed on the timesheet or emailed back to the online portal, also detailed on the timesheet.

What happens after selecting 'lock timesheet and submit for approval'?

This sends an email to the authoriser to log on to their account and approve the timesheet. This will then come back into our payroll software for reviewing and bringing into the system for processing.

If the timesheet is incorrect the authoriser will have the option to reject it and give a reason for rejection. You will receive an email advising that the timesheet has been rejected and that you need to access your portal account to review and update accordingly

What is the link to the online portal account?

<https://secure.eezytime.co.uk/meritportal/>

Alternatively you can access the portal via the TLTP website www.tltp.co.uk then click on 'timesheets'

Forgotten username / password

If you forget your username or password it is possible to have a reminder sent to your registered email address. On the log in screen click on 'Forgotten Username OR Password' and follow the on-screen instructions.

Remember

Your timesheet needs to be completed and authorised by 12pm on each Tuesday of every week for the previous week, to enable us to pay you on the following Friday.

It is your responsibility to ensure you complete your timesheet and have it authorised on time- otherwise payments may be delayed.

If you continue to have problems please call payroll on 020 8709 6544 or email payroll@tltp.co.uk

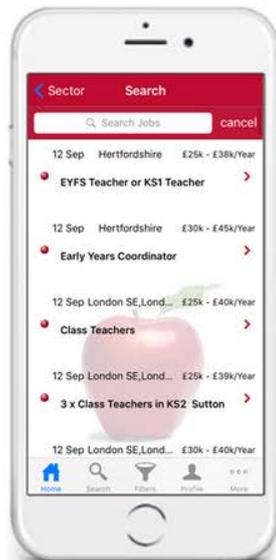
TLTP App

TLTP have an app which you can download for free and get instant access to:

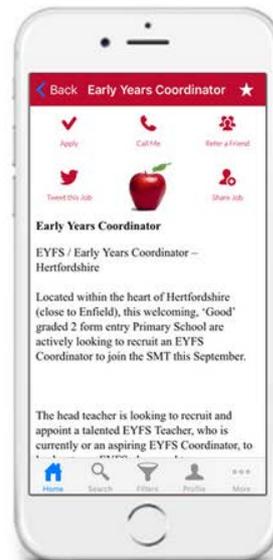
- Daily supply jobs
- Short term and long term jobs
- Permanent jobs
- Submit your availability
- Submit timesheets
- Latest news
- Refer and earn scheme



Search easily for jobs



Save your preference and receive notifications when new jobs are added



Interested in a particular role? Either click Call Me to find out more information or simply Apply



Access useful information including: How to Write a CV | Interview Tips | DBS, Vetting and Security checks

Download the TLTP Education app free from:



The TLTP Education Community

When you join TLTP Education, you will be a part of an active community of teachers, support staff and consultants.



Like us on Facebook:

<https://www.facebook.com/TLTPEducation/>



Follow us on Twitter:

[@TLTP](#) or [@prideinteaching](#) or [@teacherjobsuk](#)



Follow us on Instagram:

[TLTP](#)



Connect with us on LinkedIn:

[TLTP Group](#)



See us on YouTube:

<https://www.youtube.com/watch?v=IbTLpNCAjX4>



Follow us on Google:

<https://plus.google.com/107390876033481049307>

Evaluation and Feedback

Feedback

We believe that the only way for us to continually improve and update our services is by listening to honest feedback from the people who work with us and for us. It is important you tell us what you think of us and we have made it as easy as possible for you to send us your opinions.

Evaluating our service

Please feel free to discuss any issues with your TLTP Education Consultant. On a more formal basis, you will occasionally be asked to complete an 'Evaluating Our Service' form. This form is part of our ongoing Quality Assurance Programme and gives you the chance to grade different aspects of our service. The form includes the opportunity for you to add your own comments and suggestions. We would like to encourage you to be as honest as possible in order to help us improve our service to you and our clients.

Complaints Policy

TLTP Education treat any complaints in a prompt and efficient manner. To assist in this process we have a clear escalation policy should you feel that any issue is not resolved at any stage. Your contact in the first instance will be your TLTP Education Consultant.

If you need any further support, please speak to your consultant for further information.

Useful Contacts

TLTP Education contact details

London Teaching Pool Ltd
Capital Gate
320 New North Road
Hainault
Essex
IG6 3BZ

Main Number: +44 (0)20 8709 6540

Main Email: info@tntp.co.uk

Payroll Number: +44 (0)20 8709 6544

Payroll Email: payroll@tntp.co.uk

Website: <http://www.tntp.co.uk>

General information and links

Department for Education www.education.gov.uk Tel: 0370 000 2288

DBS www.direct.gov.uk/dbs Tel: 0870 90 90 811

REC www.rec.uk.com Tel. 020 7009 2100

Ofsted www.ofsted.gov.uk Tel: 0300 123 1231

Google Maps www.google.co.uk/maps?source=tldso

TFL Journey Planner www.tfl.gov.uk/plan-a-journey/

Train Line www.thetrainline.com

Acknowledgement

I acknowledge that I have received and read the TLTP handbook. In doing so I understand the rules of the company and also the conduct and behaviour expected of me while undertaking work through London Teaching Pool Ltd.

I will sign the two copies of this Acknowledgment, retain one copy for myself, and return one copy to London Teaching Pool Ltd. I understand that this form will be retained in my personnel file.

.....
Name

.....
Date

.....
Sign

Please complete this copy and retain it for yourself.

Acknowledgement

(COPY)

I acknowledge that I have received and read the TLTP handbook. In doing so I understand the rules of the company and also the conduct and behaviour expected of me while undertaking work through London Teaching Pool Ltd.

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.....
Name

.....
Date

.....
Sign

Please return this copy to London Teaching Pool Ltd either by email, fax or postal.

Email: info@tntp.co.uk

Fax: +44 (0)20 8500 3183

Address: Education Director
London Teaching Pool Ltd
Capital Gate
320 New North Road
Hainault
Essex
IG6 3BZ



PAYMENT DETAILS – PLEASE COMPLETE THE FOLLOWING

Please provide your payment details below, as accurately as possible, in order for our accounts team to process your pay according to your preference.

P.A.Y.E

Name of Account Holder:

Name of Bank/Building Society:

Account Number:

Sort Code:

Umbrella Company

Name of Umbrella Company:

Phone Number:

Please return this copy to London Teaching Pool Ltd either by email, fax or postal.

Email: info@tntp.co.uk

Fax: +44 (0)20 8500 3183

Address: Payroll Dept.
London Teaching Pool Ltd
Capital Gate
320 New North Road
Hainault
Essex
IG6 3BZ



Consent to Contact References

For potential employees and volunteers

I hereby authorize London Teaching Pool Ltd to contact my references that I have provided to them so that they may attain any information which in their opinion, be able to attest to my suitability, qualifications and work history.

Signature:

Print Name:

Date:

London Teaching Pool Ltd will protect any information collected pursuant to the Data Protection Act. The information will be used only for the purpose of determining the candidate's suitability for the position they have applied for.