



Pro Education Agency Worker Handbook

Welcome to Pro Education. This Handbook has been produced to ensure you are aware of important information whilst you are working for Pro Education.

If you have any questions, please use the contact information that you were given when you registered with us. The general numbers for each of our branches are as follows:-

Berkshire	01628 567035
Dorchester	01305 234220
Exeter	01392 520025
Plymouth	01752 424740
Swindon	01793 294540
Yeovil	01935 317040
Website	www.proeducation.co.uk

This Handbook will be updated on a regular basis, the most up to date version can be obtained by asking any member of staff, by visiting our Website, or by clicking [here](#).

Equal Opportunities, Diversity & Inclusion

As an Employer and Recruiter, we champion **equality, diversity** and **inclusion** and embrace the uniqueness of each and every one of our employees, permanent candidates and temporary workers.

Pro Education is committed to providing equal opportunities for everyone and aims to promote the benefits of diversity and inclusion and to maintain an environment in which everyone feels welcomed, heard, respected, supported and valued, regardless of their background, belief, identity or any disability they may have.

Further information can be found in our Equal Opportunities and Diversity Policy; a copy of our Policy can be provided upon request, by visiting our Website or by clicking [here](#).




If you have any **comment, question or suggestion** regarding any subject, we welcome you to speak with any member of our staff. If you would prefer to send an e-mail; send to enquiries@pro-education.co.uk.

Contents

1. General Information
2. Assignments
3. Reviewing our Service
4. Recommend a Friend
5. Fair & Ethical Working Practices
6. Employment Status and Agency Workers Regulations
7. Payments, Payslips & Tax Codes
8. Holiday Pay
9. Pension Information
10. Statutory Sick Pay
11. Statutory Maternity Pay
12. Complaints & Management of Misconduct
13. Continued Professional Development
14. Useful Resources
15. Health & Safety
16. Personal Health & Wellbeing
17. Environmental Commitment

[GO BACK TO CONTENTS](#)

1. [General Information](#)

-  Please keep us up to date regarding your availability.
-  Please take photo identification with you to every assignment. We also recommend that you always take your DBS Certificate on the first day of assignment, as many of our Clients will check it.
-  Notify us immediately if you have been booked directly by any of our clients. This will ensure that you receive payment.

2. [Assignments](#)

When you have agreed to carry out an assignment, you will receive a Confirmation of Assignment e-mail. This will include confirm of the location of work and your pay rate as well as other general information. We will also send a similar e-mail to the School which will include a photograph of you, as well as details of the safeguarding checks we have carried out.

Please notify us immediately if you are unable to attend an assignment that you have agreed to carry out. This will enable us to re-fill the requirement.

3. [Reviewing our Service](#)

The level of service that we provide to job seekers and workers is important for us to measure, to ensure we continually improve what we do, and to help attract additional people that we can help find work for. To this end, we invite you to provide us with feedback by clicking [here](#).

4. [Recommend a Friend](#)

Pro Education offers a Recommend a Friend Scheme. If you refer a Teacher, Cover Supervisor or Teaching Assistant you will receive £100 (subject to statutory deductions) once they have worked for 7 days. Speak with your Pro Education contact if you have a friend to recommend.

5. [Fair & Ethical Working Practices](#)

Human Rights – Dignity at Work

Pro Education is committed to respecting everyone's human rights in all aspects of our Business.

It is the responsibility of everybody to maintain a work environment that reflects respect for human rights and is free from all bullying and harassment. If any employee believes that someone is violating this Policy or the law, they are asked to report it immediately.

Our commitment is to provide an inclusive working environment where all people are treated fairly and with respect and in a manner that allows them to maintain their dignity at all times.

Corporate Social Responsibility

One of Pro Education's core values is to uphold responsible and fair business practice. It is committed to promoting and maintaining the highest level of ethical standards in relation to its business activities. The Company is therefore committed to acting transparently, fairly and with integrity in all of its business dealings and relationships and we will implement and enforce effective systems to implement and monitor our ethical policies. Our full Ethical Policy can be found by clicking [here](#), and includes information of the following policies:-

- Human Rights
- Environmental
- Competition
- Anti-Bribery
- Corruption
- Fraud
- Whistleblowing
- Gifts & Hospitality

Advice for Agency Workers

Jobs Aware is a Website that offers free advice and information to non-permanent workers. You can visit the Website by clicking [this link](#)

6. Employment status and the Agency Worker Regulations

As an agency worker, you are a temporary worker engaged under a contract for services. This means that you are not an employee of Pro Education (employees are engaged a contract of employment). However, as an Agency Worker, you are entitled to certain rights.

🍏 From Day 1 of your assignment you are entitled to access the same facilities as an employee such:

- 😊 Staff canteens
- 😊 Food and drinks machines
- 😊 Toilets
- 😊 Showers
- 😊 Childcare
- 😊 Workplace crèche
- 😊 Car parking
- 😊 Transport services
- 😊 You are also entitled to be informed about any job vacancies, although you may not always be eligible to apply for them.

🍏 After 12* weeks working at the same hirer** (client) in the **same** position as a permanent employee, you are entitled to equal treatment in terms of the terms and conditions of employment:-










- 😊 Pay
- 😊 Terms & Conditions (there are some exclusions such as Occupational Sick Pay and Pension entitlements). Please ask if you require any further information.
- 😊 Rest breaks
- 😊 Working time
- 😊 You will also be entitled to paid time off for ante-natal appointments

* The 12 weeks does not need to be continuous; as long as you have not had a break from the assignment lasting for more than 6 weeks, then each week you work will count towards the 12 weeks qualifying period (regardless of how many hours you work in a week).

** The hirer for the purposes of AWR varies.

- 📎 Foundation schools, voluntary aided schools and foundation special schools; the hirer is the school's governing body
- 📎 Community schools, voluntary controlled schools, community special schools and maintained nursery schools; the hirer is the local authority or the school's governing body
- 📎 Academies and free schools; the hirer is the proprietor of the school often known as the academy trust
- 📎 Independent schools; the hirer is the proprietor of the school

7. Payments, Payslips and Tax Codes

-  You will receive a link to our timesheet portal to your personal e-mail with log-in details, so that you can view timesheets that have been issued and approved. Click here for a further link.
-  You will receive payment for work carried out, 1 week in arrears on a Friday. You will be paid directly into your bank account.
-  You will receive an e-mailed payslip on Thursday. You can opt to have your payslip via post; postal payslips are posted 2nd class post on a Friday. Please contact your Consultant or send an e-mail to our payroll department; <mailto:payroll@wiseemployment.co.uk>
-  Your Tax Code will be allocated depending upon the box you ticked on your New Starter Form. If you did not provide a New Starter form, you will be allocated an emergency tax code.
-  You may provide us with a P45 from a previous employer; we can operate the P45 if it is 6 weeks old or less and was issued in the current tax year.
-  If you provide a P45 that cannot be used and have not completed a New Starter Checklist, you will be allocated a Standard W1 Tax Code if the P45 was from the current Tax Year and if the P45 related to a previous tax year, you will be allocated an emergency tax code.
-  We may amend your tax code upon receipt of a New Starter Checklist or P45. However, if we receive notification from the Tax Office by means of a P6 Notice to change your tax code, the notice from the Tax Office will take priority.
-  If you have any queries relating to your Tax, you must contact the Tax Office directly; due to Data Protection, they will not talk to us regarding your information.
-  The telephone number for the tax office is 0300 200 3300, and our PAYE reference that you will need to quote is 070/W1283. Your Payroll Number is on your Payslip.

8. Holiday Pay

[GO BACK TO CONTENTS](#)



Entitlement to holiday is documented in The Working Time Regulations (WTR). The WTR are Health & Safety regulations which were implemented in 1998 in order to ensure that all workers have paid time away from work. The regulations were not introduced to enable a person to be given extra money whilst still working. Details of your entitlements are documented in your Terms of Engagement. The pertinent points are explained in more detail below.

Under the WTR, you are entitled to accrue 5.6 weeks' holiday in the holiday year. The 5.6 weeks are inclusive of Bank Holidays, although it is **not compulsory** that you take Bank Holidays off. In other words, you can take your holiday whenever you want to, unless you are **given notice by us** that you are required to take holiday on a particular day.

Under the WTR, the **maximum** number of days' holiday you can accrue is **28 days** (5.6 weeks' x 5 days of work per week).

The actual number of days' holiday you accrue will depend upon the number of weeks that you work. A person who works every week of the year with no time off (apart from paid holiday) will accrue 28 days. The amount of pay that you receive for paid time off will depend upon your earnings during the holiday year. **The holiday year starts on 1st September and ends on 30th August.**





9. Pension Scheme



The government introduced pension auto enrolment in 2012 to help more people save for their retirement. Since then, all UK employers are **legally** required to set up a workplace pension scheme, put all of their **eligible workers** into the scheme and make financial contributions. Under the Pension Scheme rules, if you are an **eligible** worker, we **MUST** enrol you in our scheme, even if you tell us you don't want to. However, once you are enrolled, you are able to **opt out**.

The Wise Recruitment Group has chosen **NOW** pensions as their Pension Provider.

Who will be automatically enrolled? You will be automatically enrolled if you are an Eligible Jobholder after a 3 month waiting period. An eligible Jobholder is someone who is aged 22 or over, but is under the State Pension Age **AND** earns over £192 per week (weekly paid workers) or £833 per month (monthly paid workers).

-  Your age and earnings will be assessed every week that you work, and the 3 month waiting period **will start** from the first week that you become an Eligible Jobholder. As soon as you become an Eligible Jobholder, you will receive information **via e-mail** from NOW:Pensions confirming the 3 month waiting period and what happens afterwards.
-  Following the 3 month waiting period, you will be assessed again on a **weekly basis**, and the first week that you are an Eligible Jobholder, you will automatically be enrolled in our NOW Pension scheme.
-  After you have been enrolled, **you will pay pension contributions every week that you are an Eligible Jobholder**.
-  You can choose to **opt-out** of the pension scheme, if you wish, **but only after you have been enrolled**. If you opt-out within 1 month of joining the scheme, you will receive a refund of any contributions that you have made. You need to opt-out directly with NOW Pensions, we are not able to do this on your behalf.

How much will you pay? You will pay **5%** of your "qualifying earnings". These are your earnings between lower and upper earnings threshold limits set by the Government. We will also pay 3% of your "qualifying earnings" into your scheme.

- 🍏 If you are a weekly paid worker your qualifying earnings would be earnings between £120 and £967. So, for example, if your weekly earnings are £420, you would pay £15 into your scheme (5% of £300 (£420-£120)).
- 🍏 If you are a monthly paid worker, your qualifying earnings would be earnings between £520 and £4,189.
- 🍏 You can choose to increase your contributions up to a maximum amount, although our contributions will remain at 3%.
- 🍏 You will pay NOW Pensions a small fee for the scheme to be administered.
- 🍏 If you opt-out of the scheme, we will not make any further contributions to your pension.

Re-enrolment? Every 3 years, Wise Employment is required to re-enrol any worker who meet the qualifying conditions back into their pension scheme, even if they have opted out. The next time this will happen is February 2026. You will be able to opt-out again and receive a refund if you opt-out within the first month.

Can you Opt-in to the Scheme? If you are not an Eligible Jobholder, you are still able to opt into our NOW pension scheme. As long as you meet the earnings threshold, Wise Employment will also make a 3% contribution.

Joining the Scheme: Please be aware we are not able to offer any guidance regarding your pension arrangements. If you need require any further information you can:-





- 🍏 Contact an independent financial adviser
- 🍏 Visit www.direct.gov.uk/workplacepension or
- 🍏 Visit www.nowpensions.com or telephone them on 0330 100 3334 or email Now pension at members@nowpensions.com

GO BACK TO CONTENTS

10. [Statutory Sick Pay](#)

As an Agency worker you might be entitled to Statutory Sick pay provided you notify us in accordance with your Terms of Engagement and meet the statutory criteria. If you are making a claim for SSP, you must notify us in writing. If your period of sickness lasts less than 7 days (including weekends), you can provide us with a self-certification. There is a form you can use by clicking this link. After 7 days of sickness, you must provide a Doctor's Note in order to continue receiving SSP.

Important Points

-  You must be working in an assignment when you fall ill.
-  In order to qualify for SSP you must meet the minimum earnings threshold and must be off work for more than 3 days in a row.
-  If your assignment ends during your period of sickness your entitlement to sick pay will stop.
-  If you are not entitled to SSP or your entitlement comes to an end, we will provide you with an SSP1 Form that you can use to claim benefits

11. [Statutory Maternity Pay \(SMP\)](#)

As an Agency Worker, you are not entitled to Maternity Leave, but subject to qualification, you may be entitled to receive SMP.

- ☒ you must have worked for us for period of at least 26 weeks by the end of the 15th week before the expected week of your baby's birth.
- ☒ You are still working for us during the 15th week before the expected week of your baby's birth.
- ☒ You received an average of at least £123 per week (Tax Year 22/23) for the 8 weeks prior to the 15th week before your baby is due.

To claim SMP you must give us 28 days' written notice of the date you want your SMP to start and provide us with a copy of your MATB1 Form. We will write back to you within 28 days confirming your entitlement to SMP and letting you know how much you will receive.

If you do not qualify for SMP we will provide you with an SMP1 Form confirming the reason for non-entitlement. You may be entitled to claim maternity allowance. Your local Benefits Agency office will be able to advise you how to claim this.

[GO BACK TO CONTENTS](#)

12. [Complaints & Management of Misconduct](#)

As an experienced recruitment business, our professionalism and value we provide is endorsed by our membership of the Recruitment Industry's governing body; The Recruitment & Employment Confederation (REC). As a member of REC, we must adhere to their Code of Professional Practice.

You can find the REC Code of Professional Practice on our website by clicking [here](#), or give us a call and we can e-mail you a copy.

As a company we always endeavour to prove the highest level of service to you at all times, however, we do understand that there may be a time when we do not meet your expectations. If this happens we ask that you speak with us in the first instance to resolve any issue informally. However, we do operate a formal complaints policy, which is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to your satisfaction. A Copy of our Customer Care & Complaints Policy can be obtained upon request, by visiting our Website or by clicking [here](#).

Management of Allegations and Misconduct

As a recruitment business operating in the Education, we take any allegations of misconduct very seriously and will cooperate fully with schools and LADO when a concern is raised. All matters relating to allegations and management of misconduct will be dealt with in accordance with our Management of Misconduct Policy.

A copy can be obtained upon request, by visiting our Website or by clicking [here](#).

13. Continued Professional Development

At Pro Education, we are committed to the continuous professional development of our teachers and we have invested in an on-line training package, which is free to our Supply Teachers once they have completed our clearing process and are ready to start work. There are 95 courses available:-

- 🍏 ADHD Awareness
- 🍏 Administration of Medication in Schools
- 🍏 Adverse Childhood Experiences (ACEs)
- 🍏 A Guide to UK Data Protection: Education
- 🍏 An Introduction to Boarding
- 🍏 Anti-Fraud, Bribery and Corruption
- 🍏 Autism Awareness
- 🍏 Bullying and Harassment in the Workplace
- 🍏 Case Study 1: Child Exploitation (11-16 years)
- 🍏 Case Study 1: Child-On-Child Abuse (11-16 years)
- 🍏 Case Study 1: Consent (14-16 years)
- 🍏 Case Study 1: Inappropriate Sexual Behaviour
- 🍏 Case Study 1: LGBTQ Young People (11-14 years)
- 🍏 Case Study 1: Online Safety (11-16 years)
- 🍏 Case Study 1: Preventing Bullying (11-16 years)
- 🍏 Child Exploitation
- 🍏 Child Neglect
- 🍏 Child Protection Advanced
- 🍏 Child Protection Fundamentals
- 🍏 Child Protection in Education
- 🍏 Child Protection in Education (Music)
- 🍏 Child Protection in Sport and Active Leisure
- 🍏 Child Protection Refresher 2021
- 🍏 Concussion Awareness
- 🍏 Cyber Security
- 🍏 Dealing with Bereavement and Loss
- 🍏 Digital Resilience
- 🍏 Domestic Abuse Case Study 1: Coercive Control
- 🍏 Domestic Abuse Case Study 2: Peer on Peer
- 🍏 Domestic Abuse: Children and Young People
- 🍏 Dyslexia Awareness
- 🍏 Effective Health and Safety for Children with SEND
- 🍏 Equality and Diversity
- 🍏 Extremism and Radicalisation
- 🍏 Female Genital Mutilation Awareness
- 🍏 Fire Safety in Education
- 🍏 First Aid Essentials
- 🍏 Food Hygiene and Safety
- 🍏 Harmful Sexual Behaviours
- 🍏 Health & Safety in Education: Senior Leadership & ...
- 🍏 Health & Safety in Education: Staff Awareness
- 🍏 How to be an Effective Fire Warden or Fire ...
- 🍏 Infection Prevention and Control in...
- 🍏 Keeping Children Safe in Education 2021 Part 5
- 🍏 Keeping Children Safe in Education 2021 Questionnaire
- 🍏 Looking After Children
- 🍏 Managing Allegations of Abuse Against Staff
- 🍏 Mental Wellbeing in Children and Young People
- 🍏 Mindfulness in the Classroom
- 🍏 Moving and Handling
- 🍏 Online Safety
- 🍏 Overcoming Loneliness
- 🍏 Parental Responsibility in School
- 🍏 Preventing Bullying
- 🍏 Raising Awareness of Asbestos
- 🍏 Raising Awareness of Honour-Based Abuse and Force
- 🍏 Raising Awareness of Legionella
- 🍏 Raising Awareness of LGBT
- 🍏 Raising Awareness of Peer-On-Peer Abuse
- 🍏 Raising Awareness of Trafficking and Modern Slavery
- 🍏 Reflective Safeguarding Practice for Schools
- 🍏 Risk Assessments for School Trips
- 🍏 Risk Assessments in Educational Settings
- 🍏 Safeguarding Children with Special Educational
- 🍏 Safeguarding when Employing Tutors and Coaches
- 🍏 Safeguarding Young People
- 🍏 Safer Blended Learning
- 🍏 Safer Recruitment in Education
- 🍏 School Admissions

- 🍏 School Attendance and Children Missing Education
- 🍏 School Exclusions for Head Teachers and Governors
- 🍏 School Exclusions for Independent Review Panels
- 🍏 Search, Screen and Confiscate for Schools
- 🍏 Serious Youth Violence
- 🍏 Sexual Harassment between Children
- 🍏 Substance Misuse Risks
- 🍏 Suicide Awareness and Prevention
- 🍏 Supporting Staff Wellbeing in Schools
- 🍏 Tackling Obesity
- 🍏 The Prevent Duty
- 🍏 The SEND Code of Practice
- 🍏 Understanding Anaphylaxis
- 🍏 Understanding Anxiety
- 🍏 Understanding Asthma
- 🍏 Understanding Diabetes
- 🍏 Understanding Epilepsy
- 🍏 Understanding Low Mood and Depression
- 🍏 Understanding Self-Harm
- 🍏 Understanding the Role of Safeguarding Lead
- 🍏 Use of Reasonable Force in School
- 🍏 Wellbeing for Children with EAL
- 🍏 Working with Display Screen Equipment
- 🍏 Young Carers

GO BACK TO CONTENTS

14. Useful Resources

Guidance for returning Teachers.

<https://getintoteaching.education.gov.uk/explore-my-options/return-to-teaching>

Society for Education & Training

<https://set.et-foundation.co.uk/>

Lesson plans, worksheets and other resources....

<https://sharemylesson.com/>

Free lesson plans, activities and resources for Primary Teachers....

www.primaryresources.co.uk

Free lesson ideas, activities and resources for Primary years....

www.teachingideas.co.uk

Times Educational Supplement – Keep up to date....

<https://community.tes.com/>

Recruitment & Employment Confederation....

<https://www.rec.uk.com>

Department for Education....

<https://www.gov.uk/government/organisations/department-for-education>

Check out a school's Ofsted report before you arrive....

<https://www.gov.uk/government/organisations/ofsted>

National Curriculum & Key Stage Information

<https://www.gov.uk/national-curriculum/overview>

We are delighted to be able to offer computer, Internet, copying and printing facilities. Please call us to book your individual time slot.

[GO BACK TO CONTENTS](#)

15. Health & Safety

When you are assigned to work within any environment, there are several important factors vital to the health and safety of yourself and others. It's important to remember that you have legal responsibility for the health and safety of yourself and others. Please ensure that you take time to familiarise yourself with any Health & Safety requirement when on assignment.

*As an **individual** you have a **responsibility** to take **reasonable care** of your own **health & safety** and **not put other people at risk** by what **you do or don't do** in the course of **your work**.*

- ✓ Take reasonable care of your own health and safety
- ✓ To take reasonable care not to put other people (fellow employees and members of the public) at risk by what you do or don't do in the course of your work
- ✓ Co-operate with your place of work, making sure that you understand and follow health & safety policies
- ✓ Report any injuries, strains or illnesses you suffer as a result of doing your job
- ✓ Tell us if something happens that might affect your ability to work
- ✓ Report any Health & Safety concerns to your place of work
- ✓ Ensure you act upon and aid your colleagues in relation to any health or safety related incident or matter.

Covid-19 Coronavirus

Following the Coronavirus Pandemic, the government has issued guidance for living safely with respiratory infections, including coronavirus (COVID-19), which can be found at the following link:-

<https://www.gov.uk/guidance/living-safely-with-respiratory-infections-including-covid-19>

You must also comply with any specific rules at your place of work.

If you have any symptoms of Covid-19, you must follow the rules at your place of work and government guidance can be found at the following link

<https://www.gov.uk/guidance/people-with-symptoms-of-a-respiratory-infection-including-covid-19>

If any of the links above become obsolete and/or you are not able to navigate to the relevant area of the Government Website, please phone us for guidance.

Breaks

All workers are entitled to minimum breaks. There is no entitlement to be paid for these breaks.

- ✓ If you work longer than 6 hours, you are entitled to a break of 20 minutes. If you are under 18, you are entitled to a 30-minute break after you have worked 4½ hours.
- ✓ All workers are entitled to daily rest of 11 consecutive hours in each day. If you are under 18, you are entitled to daily rest of 12 consecutive hours.

- ✓ All workers are entitled to 24 hours rest every 7 days or 48 hours rest every 14 days. If you are under 18 the entitled is 24 hours rest every 7 days.

Breaks are not mandatory, but you must be allowed to take the above specified breaks if you request them and your place of work can specify when you can take your breaks. If you are refused your entitlement to breaks, please speak with your Pro Education contact.

Personal Protective Equipment (PPE)

You must wear any PPE, such as safety shoes, gloves, ear defenders and protective glasses, whenever instructed, at all times.

Pregnancy

If you become pregnant, it is important that you notify us as soon as possible so that you are not exposed to conditions which could cause risk to yourself or the pregnancy and so that, where appropriate, any necessary adjustments to your duties can be made.

COSHH

There may be substances that you come into contact with, such as cleaning fluids, which could be hazardous if mishandled. Be aware of handling and control measures and ask for guidance if you are not sure.

Accidents & First Aid

If you experience an accident whilst on assignment through Pro Education, please ensure that after receiving any medical treatment required you:-

- ✓ Ensure the accident is recorded in the Accident Book at the premises where you are working
- ✓ Ensure the accident is reported to Pro Education so that we can add it to our accident book
- ✓ All injuries, however slight, must be reported to a first aider. Prompt and proper medical treatment can prevent problems later.



Fire Procedures

When you are carrying out an assignment, it is the responsibility of every individual to familiarise themselves with the location of fire-fighting equipment and fire exit procedures. In the event that you discover a fire:-

- ✓ Operate the nearest Fire Alarm (if the building has one)
- ✓ Raise the Alarm with co-workers
- ✓ Leave the building calmly by the nearest safe exit route
- ✓ Report to the fire Assembly point
- ✓ Dial 999 and report the fire (at the soonest safe opportunity)

Do not:

- ❓ Take unnecessary risks
- ❓ Stop to collect personal belongings

-  Re-enter the building until authorised by the fire services
-  Block entrances to the building

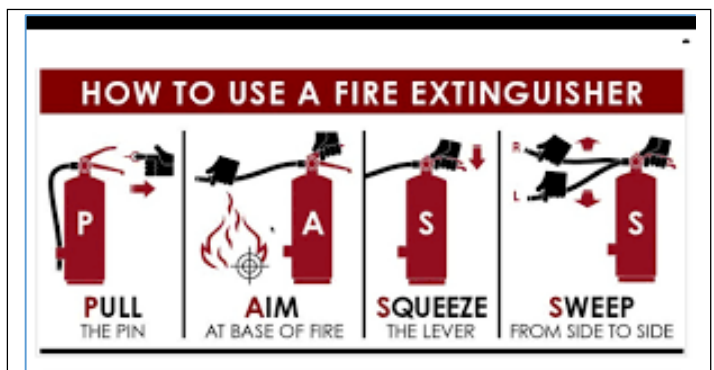
Operating Fire Fighting Equipment

Please ensure that you familiarise yourself with fire-fighting equipment and the use of each colour fire extinguisher.

Water	Foam	Dry powder	Wet chemical	CO₂ Carbon dioxide
Safe for use on paper, wood and fabric fires	Safe for use on flammable liquid fires as well as paper, wood, and fabric fires	Safe for use on gaseous fires, flammable liquid and electrical fires, as well as paper, wood, and fabric fires	Suitable for cooking oils and fatty liquid fires.	For electrical fires and flammable liquid fires

When operating fire extinguishers, remember PASS.

Pull Aim Squeeze Sweep



[GO BACK TO CONTENTS](#)

Manual Handling

If you undertake any type of moving and/or handling of objects as part of your daily activity (including work), it is important that you adopt correct techniques in order to avoid accidents or injury.

Prior to undertaking a moving and handling task, you should consider

- ? Do I really need to move the object
- ? Do I need help - am I capable of lifting or moving the object on my own
- ? Can I get a good grip
- ? Is it secure and damage free (could the contents fall out)
- ? Am I wearing the correct clothing and/or footwear
- ? Do I need to use a manual handling aid
- ? Is the route clear; spillage and obstruction free
- ? What is the travel distance
- ? Are there any difficult areas of the route

Manual handling is defined as *any transporting or supporting of a load including the lifting, putting down, pushing, pulling carrying or moving by hand or bodily force*.



Kinetic Lifting

- ✓ Stay balanced.
- ✓ Keep the load's centre of gravity in line with your body.
- ✓ Keep your back straight and your head up.
- ✓ Stay compact when pushing.
- ✓ Move your feet to turn, not your body.
- ✓ Channel effort through your legs.
- ✓ Avoid sudden or jerky movements.

Food Safety

Every year, large numbers of people are affected by food-borne illness. Illness can last from one day to several weeks, and the symptom can range from an upset stomach to more severe symptoms. It is therefore very important to understand that when you are working with food you have a duty to ensure that the food you prepare is safe, and that you follow correct methods of handling, preparing and processing food. This will not only help prevent food-borne illness, but will also help to prevent food spoilage. It is also important factor is ensuring you adopt good personal hygiene standards.

Basic Rules – Before your start working with Food

- ✓ Always wash your hands effectively
1. Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm
 2. Rub your hands together palm to palm to make a lather
 3. Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand
 4. Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly
 5. Rub around your thumbs on each hand and then rub the fingertips of each and against your palms

6. Rinse off the soap with clean running water and dry your hands thoroughly in a disposable towel. Turn off the tap with the towel and then throw the towel away.

- ✓ Wear clean clothes
- ✓ Wear an apron when handling unwrapped food
- ✓ Stop working if you if you have vomiting or diarrhoea and tell your supervisor or manager
- ✓ Remove watches and/or jewellery
- ✓ Tie back your hair and wear a hat or hairnet

Basic Rules – When you are working with food

- ✓ Do not smoke
- ✓ Do not eat or drink
- ✓ Avoid touching your face or coughing/sneezing over your food
- ✓ Cover cuts with a brightly coloured waterproof dressing/plaster
- ✓ Wear clean clothes
- ✓ Wear an apron when handling unwrapped food

Always wash your Hands

- ✓ Before toughing or handling any food, whether cooked or raw.
- ✓ After going to the toilet
- ✓ After every break
- ✓ After toughing raw meat, poultry, fish, eggs or unwashed vegetables
- ✓ After touching a cut or changing a dressing
- ✓ After touching or emptying bins
- ✓ After any cleaning
- ✓ After touching phones, light switches, door handles, cash registers and money



FREE TRAINING










Pro Education offers free on-line Food Hygiene & Safety Training

Ask your Pro Contact for further information.











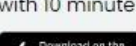
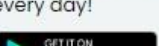

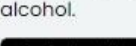


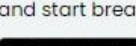
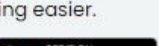




[GO BACK TO CONTENTS](#)

16. [Personal Health and Wellbeing](#)

Looking after our own mental and physical health is important. There are many resources available on-line where you can find help when necessary. In particular, the NHS provides useful free resources such as videos and useful tips on self-care including:

-  Dealing with Anxiety
-  Coping with financial worries
-  Social Connections
-  Healthier Living
 -  Getting active
 -  Losing Weight
 -  Better Sleep
 -  Stop Smoking
 -  Stop Drinking

You can join a Mental Health Blog, as well as access tips on how you can help others. To visit the NHS Website click [here](#). You will also be able to down-load the following apps:-

	NHS Food Scanner app Start finding healthier swaps today!  		NHS Weight Loss Plan A 12-week plan to help you lose weight.  
	Couch to 5K app A running app for absolute beginners.  		Active 10 app Track and build up your daily walks – start with 10 minutes every day!  
	Drink Free Days app For the days you do not want to drink alcohol.  		NHS Quit Smoking app Daily support to help you quit smoking and start breathing easier.  
	BMI calculator Check your body mass index (BMI). 		How Are You? quiz Get tips on looking after your health. 

There is also a UK charity which is **dedicated** to supporting the mental health and wellbeing of **teachers and education staff** in schools, colleges and universities. You can visit the website by clicking [here](#).

GO BACK TO CONTENTS

17. Environmental Commitment

As a Company, we recognise that Climate Change is a global issue. Pro Education, as a Service Industry, has a low environmental impact, however it is committed to reducing its Carbon Footprint on an ongoing basis, and aims to achieve Net Zero emissions by 2050.

Our organisation will purchase Carbon Off-setting projects to ensure that our Footprint is reduced by at least 5% per year. Our chosen carbon offsetting project will be the planting of Trees in the South West, close to school locations and other biodiversity sites. Our first trees will be purchased in 2023. Our full Carbon Reduction Plan can be obtained upon request, by visiting our Website or by clicking here.

