

RECRUITMENT POLICY

Recruitment Process

Speak Like A Native operates a very strict recruitment process ensuring all necessary **and legal** checks are completed to ensure all Guides are suitable to work with children and with adults. This process begins right at the very beginning with the online application process, all applications are read by our recruitment team and then either accepted or rejected depending on the criteria of the position they have applied for, their experience, their qualifications and the way they support their application.

Having been successful at application stage all Guides, who are being considered for any Guide position, will be invited to be fully assessed at one of our Interview / Assessment Days, where the senior management will assess the suitability of each candidate to work for Speak Like A Native.

Those applying for a language guide position (leader or assistant) attend a three-part assessment that includes a presentation on the company, completing a lesson based task and an individual interview.

All job offers issued are subject to two satisfactory references from a previous employer, teacher or lecturer and an enhanced Disclosure Baring Service (DBS) check, formally Criminal Records Bureau (CRB) check. Should the candidates references or DBS check not satisfy our guidelines then the offer of a position will be withdrawn at this point.

Throughout their placement all staff and management are subject to regular observations to monitor performance and extra training where required to ensure staff are maintaining outstanding levels of safeguarding processes.

Disclosure and Baring Service

All staff are required to have an enhanced Disclosure & Baring Service (DBS) check, the cost of which is passed on to the guide via a deduction to their first payment. The DBS check costs around £65 for all guides. Speak Like A Native processes the DBS checks through an umbrella organisation.

Should a member of staff need to renew their DBS check then this will be completed with the cost deducted from their next payment. Each DBS check lasts for 3 years from the date the disclosure is issued.

DBS Update Service

Speak Like A Native accepts DBS checks on new staff that were conducted by a different company as long as the guide has signed up to the DBS Update Service. This must be done within 19 days of the certificate being issued and costs around £15 per year payable by the Guide. Speak Like A Native is then able to check the DBS status online and will continue to do on an annual basis whilst the individual does work for the company.

Contracts

Every guide will be issued with a contract prior to their start date, this contract will detail the location where courses will be delivered, position, dates and length of courses, remuneration and deductions and needs to be signed prior to commencement. Guides are advised to read the contract and its terms and conditions very carefully before signing.

Guide notice period

If for whatever reason a guide is no longer able to complete or wants to shorten their contract then a minimum notice of two weeks prior to their start date must be given. Should this notice period expire and a guide is no longer able to fulfil their contract then depending on the circumstances a 'note of non-attendance' will be applied to their record. Withdrawing or shortening a contract last minute puts a lot of strain on the Management and Staff Teams and leaves very little time to find a suitable replacement.

Authorised Absence

If for whatever reason there are dates within the contract that the Guide is unable to work, then these must be discussed and confirmed with the recruitment manager prior to contract acceptance. If absence is requested during peak period then this may lead to the withdrawal of the contract at the discretion of the recruitment manager. Lack of communication prior to the contract start date will result in absences being classified as unauthorised and a 'note of non-attendance' will be applied to their record. If once the contract has begun an unexpected date of absence is required by the Guide, then this must be communicated to the recruitment manager / director as soon as possible and depending on the circumstances a 'note of non-attendance' may be applied to their record.

Sickness Procedure

In the instance of guide sickness, then the following procedure must be followed: The Guide must notify the recruitment manager/director of their sickness via a telephone call as soon as possible and at least six hours before their session start time. In the case of Speak Like A Native after school clubs, parents plan their working day around the times of the club and need a reasonable amount of time to make alternative arrangements if we cannot find cover and a club has to be cancelled.

If for any reason the recruitment manager / director cannot be reached by telephone then a text message and email should be sent immediately. If this procedure is not adhered to by the Guide, then this will result in a 'note of non-attendance' being applied to their record. All contact must be made by the Guide themselves except in extenuating circumstances. If a Guide has sickness including diarrhoea and/or vomiting, then there is a 48 hours absence period from the last time the Guide experienced these symptoms to their return to work. This 48 hours is compulsory in order to prevent the spread of sickness amongst the children and staff.

The recruitment manager / director will then try to find cover and contact the school where the club is taking place or the parent if the club is at home.

Remuneration: Speak Like A Native pays all Guides: on the last day of each month (should this be a weekend then payment will be on the last Friday).

Disciplinary Procedures

If the recruitment manager / director or one of the management team feel that the Guide's performance is not at the standard Speak Like A Native would expect OR the member of staff has committed an act which warrants disciplinary action, this is the procedure that will be followed.

Improvement notice

An improvement notice will be issued if performance doesn't meet acceptable standards. This will set out the performance problem, the improvement that is required, the timescale and any help that may be given. The Guide will be notified that this forms the first stage of the formal procedure. A record of the improvement notice will be kept on that member of staff's file for the duration of their employment with Speak Like A Native. It will be only considered spent if the Guide's performance rises above acceptable levels in the timescale given.

First warning for misconduct

A first written warning will be given out if conduct does not meet acceptable standards. This will be in writing and set out the nature of the misconduct and the change in behaviour required and the right of appeal. The Guide will also be informed that a final written warning may be considered if there is no sustained satisfactory improvement or change. A record will be kept on the Guide's file for the duration of their employment with Speak Like A Native.

Final written warning

If the offence is sufficiently serious, or if there is further misconduct or a failure to improve performance during the currency of a prior warning, a final written warning may be given to the member of staff. This will give details of the complaint, the improvement required and the timescale. The member of staff will also be warned that failure to improve may lead to dismissal and will be advised of their right to appeal. A copy of this final written warning will be kept on the member of staff's file for the duration of their employment with Speak Like A Native.

Dismissal

If there is further misconduct or failure to improve performance the final step in the procedure is dismissal. In some situations a member of staff may receive a suspension from their duties whilst an investigation takes place and the Guide will be advised of this and their rights of a witness to attend the decision meeting. Dismissal decisions can only be undertaken by Senior Management within Speak Like A Native, and the member of staff will be provided in writing of the reasons for their dismissal, the date on which their employment is to be terminated and their right to appeal.

Gross misconduct

The following list provides some examples however it is not an exhaustive list of offences that are normally regarded as gross misconduct:

- Theft or fraud

- Physical violence or bullying
- Deliberate and serious damage to classroom or company property
- Serious misuse of organisation's property or name
- Bringing the organisation into disrepute
- Causing loss, damage or injury through serious negligence
- A serious breach of the Health and Safety policy
- A serious breach of the Staff Code of Conduct

If a Guide is accused of gross misconduct they will be suspended immediately for a period of no more than 48 hours whilst the alleged offence is investigated. If on completion of the investigation the Guide is found to have committed the offence their employment will be terminated without notice.

Appeals

A Guide who wishes to appeal a disciplinary decision must do so within five working days. The Operations Director, Recruitment Manager and/or Managing Director will hear all appeals and their decision is final. At the appeal, any disciplinary action may also be reviewed.

Contacting the recruitment team

In the interest of data protection all contact made to the recruitment manager and recruitment team must be made by the Guide themselves. The recruitment team is unable to discuss any information about an Guide to anyone other than the Guide themselves and confirmatory questions will be made in any conversation to confirm the Guides identity. This policy is valid for payroll concerns, the sickness procedure and any other contact necessary