

# CLIENT FAQs

## How do we invoice?

Invoices are outsourced by our payroll company which are sent via email on Thursday/Friday every week. Timesheets are also attached to the invoice.

## How do I know who is coming to work in my school?

This will be confirmed in the booking confirmation which will be sent to you over the phone or via email.

## Are the candidates fully vetted?

Yes all candidates are fully vetted during the registration process which includes enhanced DBS, face to face interviews, employer access checks and references.

Following completion we'll send you a booking confirmation and safeguarding document which contains all the relevant information you need including DBS details, reference checks and qualifications.

## What is AWR?

AWR stands for Agency Workers Regulations which came into force in the UK on 1 October 2011. The AWR provides agency workers with equal treatment akin to permanent employees with regard to pay and working conditions after 12 weeks of service in the same job.

If you require any further information we can provide this for you.

## What type of staff do you supply?

We offer a wide range of roles within the education sector including teachers, non-teaching assistants and education specialists. The full list of roles can be viewed on our introduction leaflet available from the following link:

<https://www.stafflex.co.uk/education-downloads/>

## Can I get in touch with Stafflex at all times?

We are available 24 hours a day. For out of office hours please ring our office number which is diverted to the on call service.

## Is Stafflex REC Education Audited?

Yes Stafflex is accredited with REC Education gold standard.

REC Audited Education ensures the relevant checks are carried out when recruiting teachers.

This accolade enables schools and education providers to be confident that they are using an accredited supplier, independently verified, putting standards at the centre of their business.

