SUPPLYSUPPLIED

New Starter Handbook 2026/2027

For Teachers, Teaching Assistants, HLTAs, Cover Supervisors and Support Staff

For Teachers. By Teachers.



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Welcome From Martin Davey

Dear Colleague,

Firstly, thank you for choosing to work with SupplySupplied.

We understand that schools succeed when they have access to reliable, high-quality professionals who genuinely care about children and education. Whether you are an experienced teacher, newly qualified teacher, teaching assistant, HLTA, cover supervisor or support staff member, you play a vital role in helping schools provide the best possible outcomes for their pupils.

Our mission is simple:

To make supply work better for both schools and education professionals.

We work hard every day to build lasting partnerships with schools and to provide exceptional support for our staff. In return, we ask that every member of our team demonstrates professionalism, reliability and an unwavering commitment to safeguarding.

We are delighted to welcome you to SupplySupplied and look forward to working with you.



Martin Davey
Owner & Founder
SupplySupplied Ltd

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About SupplySupplied

SupplySupplied is an education recruitment agency supporting schools throughout the West Midlands and surrounding areas.

We provide:

- Teachers
- Teaching Assistants
- HLTAs
- SEMH Staff
- Cover Supervisors
- Nursery Staff
- Senior Leaders
- Support Staff

Our goal is to provide schools with safe, reliable and high-quality professionals whilst creating rewarding opportunities for education staff.

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Our Values

Safeguarding First

Nothing is more important than the safety and wellbeing of children.

Professional Excellence

We expect the highest standards from ourselves and from our staff.

Reliability

Schools rely upon us and we rely upon you.

Transparency

We believe in honest communication, integrity and fairness.

Safeguarding Commitment

SupplySupplied is committed to safeguarding and promoting the welfare of children and young people. We expect every member of our team to share this commitment and to act immediately should they have any safeguarding concern.

Safeguarding is everyone's responsibility.

Why Work With SupplySupplied?

When you work with SupplySupplied, you benefit from:

- ✅ A local independent agency
- ✅ Experienced education professionals
- ✅ Transparent communication
- ✅ A modern online booking platform
- ✅ Strong school partnerships

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- ✅ Ethical recruitment practices
- ✅ Friendly, responsive support
- ✅ A safeguarding-first culture

Our aim is to make supply work straightforward, professional and rewarding.

We understand that supply work can sometimes feel impersonal. At SupplySupplied, we pride ourselves on building genuine relationships with our schools and staff. We believe in honest communication, responsive support and recognising the contribution that every education professional makes.

Before Your First Assignment

Before any assignments can be offered, the following checks must be completed:

- ✅ Enhanced DBS Check
- ✅ Identity Verification
- ✅ Right To Work Verification
- ✅ Qualification Checks
- ✅ Employment History Review
- ✅ Reference Checks
- ✅ Safeguarding Training
- ✅ KCSIE Declaration
- ✅ Profile Approval

You will not be offered work until all compliance requirements have been successfully completed.

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Using The SupplySupplied Platform

Our online platform has been developed to make managing your work simple and efficient.

You can use the platform to:

- Update availability
- Manage bookings
- Access important communications
- Upload compliance documents
- Review assignment information
- Keep your profile up to date

Staff who keep their profiles updated are significantly more likely to receive suitable booking opportunities.

Keeping Your Profile Up To Date

Your profile is your professional shop window.

Please ensure:

- Availability is accurate
- Contact details are current
- Qualifications are up to date
- DBS information remains valid
- Training is renewed when required

An accurate profile helps us place you quickly and effectively.

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Accepting Bookings

When accepting a booking:

Confirm Availability Promptly

Schools often require support at short notice.

Review Booking Information Carefully

Ensure you understand:

- School location
- Start and finish times
- Year group
- Subject requirements
- Role expectations

Ask Questions

If you are unsure about any aspect of an assignment, please contact us before attending.

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Preparing For An Assignment

Before attending a school:

Review School Information

This may include:

- Safeguarding policies
- Behaviour policies
- School values
- Ofsted reports

Plan Your Journey

Allow additional travel time wherever possible.

Punctuality is extremely important and late arrivals may impact future bookings.

Bring

- Photo ID
- DBS Certificate (if requested)
- Appropriate resources
- Professional attire
- Mobile phone for emergencies only

First Impressions Matter

Please ensure that you:

- Arrive at least 15 minutes early
- Sign in fully
- Introduce yourself professionally

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- Remain positive and flexible
- Present yourself professionally

Remember:

You represent both yourself and SupplySupplied.

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What Schools Value Most

Through feedback from partner schools, we know that the most successful supply staff consistently demonstrate:

- ✅ Reliability
- ✅ Punctuality
- ✅ Flexibility
- ✅ Professionalism
- ✅ Strong behaviour management
- ✅ Initiative
- ✅ Positive attitudes

Schools often remember attitude and reliability long after they have forgotten lesson content.

The staff who secure the most repeat bookings are those who consistently demonstrate these qualities.

Professional Standards

We expect all staff to:

Be Reliable

Honour commitments wherever possible.

Be Professional

Treat pupils, staff and parents with respect.

Be Flexible

Adapt positively to changing situations.

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Be Honest

Seek support when necessary.

Be Positive

Maintain a professional and constructive approach.

Safeguarding Responsibilities

The Welfare Of The Child Is Paramount

Every member of staff has a safeguarding responsibility.

You must:

- Read KCSIE Part 1
- Follow school safeguarding procedures
- Know who the DSL is
- Report concerns immediately
- Record concerns accurately

Never assume somebody else has reported a concern.

If In Doubt, Report It.

Reporting Safeguarding Concerns

Step 1

Report immediately to the school's DSL.

Step 2

Follow the school's safeguarding procedures.

Step 3

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Inform SupplySupplied.

Step 4

Complete any required written record.

You must never:

❌ Investigate concerns yourself

❌ Question pupils extensively

❌ Promise confidentiality

Professional Boundaries

You must never:

❌ Share personal contact details with pupils

❌ Add pupils on social media

❌ Meet pupils outside school

❌ Transport pupils without authorisation

❌ Use personal messaging services with pupils

❌ Share unnecessary personal information

Professional boundaries protect both staff and pupils.

Conduct Around Pupils

Always:

✅ Be respectful

✅ Be fair

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✅ Model positive behaviours

✅ Follow policies

✅ Use professional language

Never:

❌ Humiliate pupils

❌ Show favouritism

❌ Use inappropriate language

❌ Engage in inappropriate discussions

❌ Use physical punishment

Behaviour Management

Good Practice

- Stay calm
- Follow school systems
- Use positive reinforcement
- Be consistent
- Seek support early

Avoid

- Arguments
- Personal criticism
- Public confrontations
- Escalating situations unnecessarily

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Digital Safety

You must:

- Follow school IT policies
- Protect confidential information
- Keep passwords secure
- Use systems appropriately

You must not:

❌ Photograph pupils using personal devices

❌ Record pupils

❌ Store pupil information on personal devices

❌ Share school information online

Responsible Use Of Artificial Intelligence

AI can be a useful professional tool when used responsibly.

Appropriate uses may include:

✅ Lesson planning support

✅ Professional development

✅ Resource ideas

✅ Administrative assistance

However, you must never:

❌ Input pupil data into AI systems

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❌ Upload confidential information

❌ Share safeguarding concerns with AI systems

❌ Use AI to communicate with pupils

Always follow school policies regarding AI use.

Equality, Diversity & Inclusion

SupplySupplied is committed to:

- Equality
- Diversity
- Inclusion
- Respect

We have zero tolerance for:

- Racism
- Discrimination
- Bullying
- Harassment
- Prejudice

Every member of the school community deserves to be treated with dignity and respect.

Health & Safety

You must:

- Sign in and out
- Follow school procedures

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- Know evacuation routes
- Report accidents promptly
- Follow risk assessments

Always know:

- Fire exits
- First aid arrangements
- Emergency procedures

Absence, Emergencies & Booking Cancellations

If you are unable to attend an assignment, contact SupplySupplied immediately.

Do not wait until school opening times.

We understand genuine emergencies occur. However, frequent cancellations can significantly impact schools and may affect future booking opportunities.

The earlier we know about an issue, the sooner we can support the school.

Feedback & Rebookings

Schools regularly provide feedback following assignments.

Excellent feedback often leads to:

- Repeat bookings
- Long-term placements
- Priority bookings
- Permanent opportunities

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Pay & Payroll

To ensure prompt payment:

- ✅ Submit information promptly
- ✅ Ensure timesheets are accurate
- ✅ Notify us immediately of any discrepancies

If you have any payroll queries, please contact the office.

Whistleblowing

You are encouraged to raise concerns where you believe:

- A child may be at risk
- Safeguarding procedures are not being followed
- Professional standards are compromised
- Policies are being ignored

You will never be disadvantaged for raising genuine concerns in good faith.

Frequently Asked Questions

What time should I arrive?

At least 15 minutes before the booking start time.

What should I do if I am running late?

Contact SupplySupplied immediately.

What should I wear?

Professional clothing suitable for an educational environment.

Will I always work in my preferred age group?

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Not always. Flexibility often creates more opportunities.

Can I accept a permanent role with a school?

Yes. Please ensure any discussions are communicated to SupplySupplied.

Key Contacts

SupplySupplied Ltd

📧 admin@supplysupplied.com

📞 01299 271647

🌐 www.supplysupplied.com

Contact Us Immediately For

- Safeguarding concerns
- Assignment issues
- Absence reporting
- Complaints
- Professional conduct concerns
- Low-level safeguarding concerns

New Starter Checklist

Before Your First Assignment:

☐ Compliance completed

☐ Safeguarding training completed

☐ KCSIE read

☐ Availability updated

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☐ Travel arrangements planned

☐ Professional attire prepared

☐ Photo ID ready

☐ Contact numbers saved

Declaration

I confirm that I have read and understood this handbook and agree to uphold the safeguarding, professional and conduct expectations outlined within it.

Name: _____

Signature: _____

Date: _____

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