

Engage Education - Withdrawal of Service Policy

Purpose of Document

This policy is non-contractual and does not form part of your terms of engagement. Engage Education reserves the absolute right to terminate services at any time in accordance with your engagement contract.

To clearly outline the circumstances under which Engage Education will be required to withdraw work-finding services for our candidates.

This document does not supersede other formal documentation, but is provided as an outline of actions which will result in the withdrawal of service. This document is designed to be viewed in conjunction with our Ethical Recruitment, Privacy, and Data Protection Policies, which can be found [here](#).

This is by no means an exhaustive list, but it is designed to give a clear indication of our processes and policies when withdrawing our services.

Types of Service Withdrawal

We may temporarily suspend or permanently withdraw our work-finding services depending on the circumstances and in accordance with our agreement.

Where we temporarily suspend services, you will not be offered new assignments, and any current assignments may be terminated immediately or allowed to complete. We may review suspended services regularly and update you accordingly should we wish to reinstate you.

Where we permanently withdraw services, no further assignments will be offered, your registration with Engage Education will be closed, and we will confirm this decision in writing with our reasons.

Safeguarding

In line with our commitment to the highest standards of safeguarding and to ensure our clients, contractors and students within our care, we will withdraw our service if one or more of the following occurs:

- A candidate fails or refuses to complete the mandatory training provided
- A candidate fails to declare a historical or current safeguarding concern
- A candidate fails to adhere to the Engage Education Code of Conduct
- A candidate demonstrates a failure to understand their responsibility to safeguard young people
- A candidate fails to report a safeguarding concern during their placement.

Any concern which is judged to meet the harm threshold will be referred to the LADO, and Engage Education reserves the right to make referrals to the Police, TRA and or DBS at any time if we believe the threshold is met and/or a child or young person is potentially at risk.

Abuse of Staff Members

Engage Education has a zero-tolerance policy on the abuse of our staff members. This can include, but is not limited to:

- Use of abusive language, including but not limited to the use of swear words
- Use of racial, sexual, xenophobic or inappropriate language
- Shouting, raising of voice, belittling, bullying or otherwise threatening a member of staff

Where a minor incident occurs, we may issue a warning and remind you of expected standards of behaviour. For serious incidents, we may decide to temporarily withdraw you from your assignment, pending investigation, or terminate the assignment in line with your contract.

We reserve the right to immediately and permanently withdraw services without prior warning where physical violence or threats of violence occur, discriminatory abuse is directed at staff, behaviour constitutes a criminal offence, or staff safety is compromised.

Decision-Making Process

Decisions to temporarily suspend services may be authorised by a Senior Consultant or Compliance Manager. Decisions to permanently withdraw services must be authorised by the Designated Safeguarding Lead, Director of Education, or a member of the Senior Leadership Team.

We will notify you of any decision to withdraw or suspend services in writing within 48 hours of the decision being made. The notification will be sent to your registered email address and will include clear reasons for the decision, whether the withdrawal is temporary or permanent, and the date the withdrawal or suspension takes effect. If you have any complaints about our process, please write to us.

Quality Control

Engage Education has strict standards and expectations for its staff and contractors. Where our standards are not met, we reserve the right to withdraw service. This includes but is not limited to:

- Failure to follow the lateness or sickness reporting process
- Failure to complete reasonable tasks as dictated by your placement setting
- Failure to meet the teaching standards

Engage Education is committed to providing a high-level service to our customers. We regularly send satisfaction surveys to clients and candidates to understand how our service is being received. If any negative feedback comes through, our Senior Leadership Team monitors this and raises issues with our teams and managers to see if we can resolve any issues without taking further action.

If you have a complaint, please contact a member of the HR department by phone (0333 800 7800) in the first instance, so that we can try to resolve your complaint informally. If you would prefer to place your complaint over email, you can do so by emailing customercare@engagepartners.co.uk.

Our Senior Leadership Team monitors this email address.

Record Keeping

We will maintain records of all withdrawal and suspension decisions, including the reasons for the decision, evidence considered, the decision-maker, any appeals and their outcomes, and the duration of suspension or date of permanent withdrawal. These records will be kept in accordance with our Data Protection Policy and may be shared with regulatory bodies such as REC, CCS and DfE upon request, the Disclosure and Barring Service where required, the Teaching Regulation Agency where required, other agencies where legally required,

and future employers in response to reference requests where relevant to the reference.