



Temporary Workers Handbook

Temporary Employment Service

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<https://www.hr.admin.cam.ac.uk/hr-services/tes>

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1. General Information

The University of Cambridge offers diverse job opportunities. We are one of the largest employers in Cambridge, with over 9000 members of staff working in over 150 different departments, faculties, schools, other institutions and central administrative functions.

For ease of reference, we use the terms ‘department’ and ‘departments’ throughout the rest of this handbook to refer to all of these different types of University institutions.

The University is located across the city, from Madingley Rise in the north to Addenbrooke’s Hospital in the south, and from the West Cambridge Site to Cambridge city centre. TES also works with the 31 colleges, many of which are centrally based.

Advice and Assistance

The TES office is open Monday – Friday from 9.00am to 5.00 pm. Outside of these hours, you can leave a telephone message and we will contact you the next working day. Our telephone number is 01223 332348. Alternatively you can email us at temps@admin.cam.ac.uk

In addition to the information in this Handbook, you should read our website (<http://www.hr.admin.cam.ac.uk/hr-services/tes>), which also contains a lot of useful and important information.

What happens next?

Keep in Touch

Once you have registered with TES, please keep us updated on your availability, ideally by e-mail (temps@admin.cam.ac.uk). It can be difficult to keep track of everyone’s availability and, if we have not heard from you in a while, we may not realise that you are still interested in undertaking assignments with us.

Our telephone number is 01223 332348. Please make sure that you save this on your mobile telephone in case you need to ring us. You can also email us at temps@admin.cam.ac.uk.

Whenever you have undertaken some new work, it is useful if you send us an updated CV with your most recent skills and experience included.

Interviews and Assignment Offers

If we have a suitable position for you, we will contact you (usually by telephone). If you indicate an interest in that position, we may arrange an interview between you and members of the department where the position is located.

Remember that the interview is an opportunity for you to learn more about the assignment, the duties of the role and the working environment.

After your interview, please get in contact with us to let us know how you think the interview went. We will then get in touch with the department on your behalf.

You are not under any obligation to accept any of the assignments offered and we are not under any obligation to offer assignments to you. However, if you do not feel that the assignments being offered to you are suitable, please tell us and we will continue to look for other suitable opportunities for you.

Permanent and Fixed-Term Employment with the University

You are welcome to apply for employed positions within the University whilst working for the Temporary Employment Service (except where an advertisement stipulates that the role is only for internal candidates as internal only adverts are open only to University of Cambridge employees). Current vacancies are listed on the University's Job Opportunities page at <http://www.cam.ac.uk/jobs>.

Pension

The University of Cambridge has a legal requirement to automatically enrol its eligible jobholders into a qualifying workplace pension scheme. The

Universities and Colleges Retirement Savings Scheme (UCRSS) has been selected to meet this requirement.

The University has elected to defer automatic enrolment until 12 weeks after your first pay period. This is known as the Deferral Date.

On the Deferral Date, the University will automatically enrol any worker into the UCRSS, if they:

- are 22 or more years old;
- are younger than the State Pension Age;
- are being paid at or above the earnings threshold of £192.31 per week; and
- are not already a member of a qualifying workplace pension scheme.

Further information relating to automatic enrolment can be found here:
<http://www.pensions.admin.cam.ac.uk/auto-enrolment-workplace-pensions>.

Following the Deferral Date, if you are automatically enrolled into the pension scheme, the UCRSS will send you a welcome pack to confirm your membership.

You do not need to do anything in respect of automatic enrolment unless you wish to join the UCRSS before your Deferral Date.

You cannot opt-out of automatic enrolment until you have been automatically enrolled and have received a welcome pack from the UCRSS. The welcome pack will provide you with details of how to opt-out.

For enquiries about UCRSS you can call Friends Life on 0345 604 9915 or visit the website at <https://www.friendslifemymoney.co.uk/Login>.

Assignment Agreements

When you have agreed to undertake a temporary assignment, we will issue you with an agreement, which contains all the relevant details of your assignment. You will receive two agreements, please keep one of them for your records and sign the other one and post/scan and email it back to the TES office.

Staff Development Courses

Temporary workers are not able to attend the training courses run by the University's Personal and Professional Development (PPD) section. These courses are only available to the University's employees. Temporary workers are sometimes able to attend IT courses necessary to their work, with TES approval.

2. Getting Paid

TES runs a payroll each week. All temps working through TES will be paid weekly, one week in arrears, apart from those who are working at TES in addition to a contract at the University, your weekly timesheets will feed into your existing monthly payments.

Bank Details

TES cannot pay you, and you will not be able to access your timesheets, until you have provided us with your UK bank account details.

Timesheets

All temporary workers are required to complete a weekly timesheet stating all start, finish and break times for each day or part of day's work.

Full instructions on completing and submitting timesheets can be found in the worker online timesheet user guide, which can be found here:

<http://www.hr.admin.cam.ac.uk/hr-services/tes/timesheets-and-getting-paid>

Please read these instructions in full and refer to them again as required when submitting timesheets. Failure to follow any part of the instructions may delay your pay or lead to you not receiving the correct amount.

Timesheets are financial documents therefore it is important that they are complete and accurate.

Deadline

The normal deadline for your timesheet being submitted to TES is 3pm on a Friday afternoon. **Your timesheet submission is not complete until it has been authorised by your supervisor.** Occasionally the deadline will be earlier (e.g. before a bank holiday) and you will be informed of this separately

via email. Please make sure you keep us up to date with any changes to your email address. If your timesheet is received after the deadline we will not process it until the following payroll. The only exception to this on a standard week is if you have worked that weekend, then the timesheet must be with us by 8am Monday.

We encourage you to submit your timesheets on a weekly basis rather than storing them up. If you do not submit weekly then you will often pay more in National Insurance contributions.

Accessing timesheets

TES timesheets are online. Before you can use the system you must activate your account. You will be sent an email containing a link. This will take you to a page where you can set your password. Your account will then be active and you will be redirected to the login page.

The system can be accessed via desktop or a mobile device.

The web address for the system is
<https://hrsystems.admin.cam.ac.uk/timesheet-webapp/welcome-d.xhtml> This will take you to the logon page:

4. Pay, Tax and National Insurance

Pay

Most TES workers are paid on a weekly basis, one week in arrears. Your wages are usually paid directly into your bank account on a Thursday (some banks may take an extra day for the payment to clear).

We send out weekly payslips to your home address. These will usually arrive towards the end of the week. If you have any queries about hours worked or rate of pay please contact us on (01223) 332348.

If you start a contract of employment within the University, please advise us and we will terminate your engagement with TES and ask Payroll to transfer your P45 to your new department's payroll.

Tax



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Human Resources

When you start a temporary assignment with us, you will need to provide a P45 from your most recent employer. If you do not have this, there is a tax section on the bank details form on which you can indicate your current situation so that the appropriate tax deductions can be made.

If you hold a National Insurance Certificate of reduced or no liability (Certificate of Election/Age Exception) you will need to bring it to the office so that we can forward the details to our Payroll department.

For any tax or National Insurance queries please contact the Payroll section on (01223) 339779.

If you need to contact the local tax office for advice or complicated tax issues, the details can be found on the Payroll website -
<http://www.admin.cam.ac.uk/offices/finance/payroll/index.html>.

National Insurance

If you do not have a National Insurance number, you will need to apply for one by contacting:

Cambridge Jobcentre Plus
Henry Giles House
73-79 Chesterton Road
Cambridge
CB4 3AP

Telephone: 0345 600 0643 (8.00am-6.00pm, Monday-Friday)

The Department of Work and Pensions will call you for an interview. At this interview, you will need to prove that you are working or looking for work. You can start work without a National Insurance number, but you must apply for one straight away. Most temporary workers take their booking form to the interview as proof that they are working.

All workers who earn over a weekly threshold must pay National Insurance.



5. Sickness and Holiday Pay

Sickness and Sick Pay

If you are sick and not able to work, please notify the TES office immediately. You should indicate the expected period of absence and keep us informed.

Any sickness absences must be recorded on your timesheet.

Reporting Sickness

If you have a sickness period that lasts for 4 days or more you may be entitled to Statutory Sick Pay; please fill out a CHRIS/73 Self-certification Form (found at <http://www.hr.admin.cam.ac.uk/forms>) and send/scan and email it to the TES Office.

Entitlement to Statutory Sick Pay depends upon how long you have worked for, how much you have earned and your length of sickness. From April 2014, the Statutory Sick Pay weekly rate is £88.45. If you would like to claim Statutory Sick Pay and you have been unwell for a period of over 7 days, you must submit a Statement of Fitness for Work (a Doctor's Certificate) to the TES office. For further information on Statutory Sick Pay see <https://www.gov.uk/statutory-sick-pay/overview>

Holiday Pay

You are entitled to holiday pay, which is equivalent to 28 days per year (including bank holidays) for a full-time assignment. For every week you work, you will accrue paid holiday, which is recorded in our database. You accrue 0.12 of an hour holiday pay for each hour you work, so for a 36.5 hour working week, you would accumulate 4.38 hours of holiday pay.

If you would like to take a day off you should ask your supervisor for permission. Please ensure that you give your department sufficient notice if you plan to take time off.

On your timesheet it will indicate how much holiday pay you have outstanding and if you wish to you can claim holiday pay to cover time off.

We will automatically pay out any remaining holiday at the end of each assignment.

6. Jury Service

Please notify the TES Office if you are summoned for jury service so that we can update your availability on our records.

Temporary workers are not eligible for any payments whilst undertaking jury service. However, providing that you are in an active assignment at the time of jury service a member of the TES team can sign a Certificate of Loss of Earnings for you so that you can make a claim. If however, you are called for jury service when an assignment is not in progress or has not already been agreed, then there would be no loss of earnings and you would only be able to claim other expenses from the courts (e.g. food and drink and travel).

Full details about jury service can be found at <https://www.gov.uk/jury-service/overview>

7. Hours, Rest Breaks, Right to Work in the UK, Dress Code and Smoking

Hours of Work

Working hours vary from assignment to assignment. The hours of work should be confirmed before you start your position and will be on your booking form. Many full-time positions at the University have a working week of 36.5 hours. As a temporary worker, you will not be entitled to overtime pay, as you have no contracted hours.

Rest breaks

Full time temporary workers are usually expected to take between 30 minutes and an hour for a lunch break – to be agreed with your supervisor. If you are working part-time or variable hours, you should consult your supervisor to agree times for your rest breaks. It is a legal requirement that you take an uninterrupted rest break of at least twenty minutes for every six hours worked. Rest breaks are unpaid.

Right to Work in the UK and Students Working

All TES temporary workers must provide eligibility of their right to work in the UK **prior to commencing** any temporary work. The right to work



documentation check will involve a member of the TES Office checking your original passport and any current UK visa/residence permit that you hold. In the absence of a passport, the TES office will provide advice on alternative acceptable documentation. Document copies will be taken and will be certified by the staff member that has seen the original documents. These documents will remain on your TES file as proof of your right to work in the UK. If you leave TES completely and then ask to re-register or get asked by a department to do more work through TES, the TES Office, in line with government legislation, will have to re-check your right to work documentation before you undertake any further/new work.

Temporary workers with a visa/residence permit are reminded to refer to any associated restrictions listed on their visa/permit. Students of the University of Cambridge, including those who hold a Tier 4 visa, are reminded that the University imposes very strict working restrictions on its own students. For those students holding Tier 4 visas, the University's restrictions are even greater than those imposed by UK Visas and Immigration. Full details on graduate student working restrictions can be found here:

<http://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/working-while-you-study>.

Full details on undergrad working restrictions can be found here:

<http://www.study.cam.ac.uk/undergraduate/finance/support.html>.

Further details relating to the University's immigration responsibilities can be found here: <http://www.admin.cam.ac.uk/offices/hr/immigration/>.

Dress

There is no set dress code throughout the University but you are expected to dress in a manner appropriate to your working environment. We will advise you on the dress code when giving you further details of the assignment.

Smoking

To comply with the law, which requires that all enclosed public places and workplaces should be smoke free, the University of Cambridge premises are smoke free.

8. Getting an Email Account and Card Access

Getting a University Email Account

The department in which you are working is responsible for setting up a University email account for you. If you have previously had an email account at the University of Cambridge, we will inform your new department of your previous user ID and they will be able to re-activate your email account. You may be required to sign a data protection form prior to using the email facilities.

University Cards

Temporary workers are not entitled to University Cards. If you are unable to access the building where you are working without a card, you should discuss the security arrangements with your supervisor. You may receive a temporary card to give you access to your place of work, but your temporary card will not entitle you to the discounts and benefits that University employees receive.

Temporary cards must always be handed back to the department at the end of your assignment. If you forget to hand your card back, please send it to the TES Office where we will forward it to the department on your behalf.

9. TES Assignments and Breaks Policy

Assignment Duration

TES assignments should be no longer than 9 months in duration. In some exceptional circumstances, the TES Team Leader may agree a short extension if:

- The department/institution is actively pursuing alternative arrangements; for example, advertising the vacancy or making arrangements to offer the TES temporary worker a fixed term contract.

OR

- The project that the temporary worker is undertaking is very close to completion and alternative arrangements are not practical.

Multiple Assignments with the Same Department/Institution

A temporary worker is permitted to have up to two 9 month assignments with the same department/institution. These assignments should be different from each other i.e. you cannot undertake the same work for both assignments. The two assignments should be separated with a 4 week break (see below).

When a temporary worker has had multiple short assignments with the same department, these assignments should total no more than 18 months in duration.

When a temporary worker has two or more part-time assignments with the same department at the same time, this will count as one assignment when calculating the limits. In these cases where assignments overlap but have differing start or end dates, the earliest start and latest end date will be used for calculating the limits. As demonstrated in the following example;

Example: A temporary worker has an assignment from 01/01/2014 – 14/09/2014 and another with the same department from 15/12/2013 – 31/08/2014. This totals one 9 month assignment (15/12/2013 – 14/09/2014).

Breaks

A temporary worker must have a 4 week break from TES (not just a particular department/institution) if they have reached the 9 month assignment limit.

In order for a 4 week break to be considered a break:

- The assignment(s) must be ended on the TES database.

AND

- The temporary worker must not undertake any assignments via TES for any department/University institution during the break.

To initiate a break the temporary worker or department should contact TES in advance of commencing a break. The TES team will then explain the necessary actions.

Any further assignments commencing after a 4 week break should be set-up with a new job reference number, departments should contact TES who will be happy to explain how to make the necessary arrangements: 01223 332348 or via temps@admin.cam.ac.uk.

If you have any questions about this policy please contact the TES Team Leader on (01223)765876 or via temps@admin.cam.ac.uk

10. Handling Confidential Information

From time to time in the course of your assignment at the University, you may receive information of a confidential and/or sensitive nature relating to the operations, activities and research of the University or of its staff, students or visitors. This information may be disclosed to you orally or in writing or via restricted web access and may not always be labelled "Confidential".

In accepting an assignment with TES, you agree to take all reasonable steps to keep this information confidential and not to disclose it to any other person (except to the extent that the information becomes publicly available through no fault of your own) and only to use it for the purpose of carrying out your assignment.

You also agree to return any documents containing confidential or sensitive information, either at the end of your assignment or earlier at the University's request. Your undertakings regarding confidentiality will continue indefinitely beyond the end of your assignment.



11. Getting Around Cambridge

Many of our departments are in convenient locations that are easily accessible by public transport.

In the city centre and at Addenbrooke's, car parking is limited and can be expensive. However, there are many park and ride services around the outskirts of Cambridge. We are sometimes able to secure parking for temporary workers who are based outside the city centre.

For useful information on travelling around Cambridge, see <http://www.jobs.cam.ac.uk/living/around/>.

12. Health and Safety Information

The information in this section is designed to keep you safe whilst working through the Temporary Employment Service. Therefore, please read through this information prior to starting your temporary assignment.

If there is a health and safety issue at work that you are concerned about, please raise the issue with your supervisor. However, if you feel uncomfortable doing so, speak to us and we will work to resolve the problem on your behalf. Your health and safety is extremely important, so please do not be afraid to raise issues with us.

It is the duty of every worker to take all reasonable steps to ensure their own health and safety, and that of others who could be affected by their acts or omissions.

Maintaining tidiness and good order is an essential part of reducing health and safety risks at work.

Things to remember:

- Don't leave drawers open;
- Keep escape routes, corridors and stairwells clear at all times;
- Ensure that spillages are cleared up immediately; and
- Fire doors must be kept shut.

Fire Safety and Evacuation

When you start working in a department, you should be informed of the health and safety procedures in place. It is extremely important to know the details of your department's safety policy. Please ensure that you know the:

- Fire alarm system;
- Fire exits;
- Evacuation procedure and assembly point; and
- Security procedures.

First Aid

First aiders can give basic emergency support to an injured person. You should be given the details of your first aider when you are inducted into your department. Please ensure that you also know the location of the first aid boxes within your building. Temporary workers may not volunteer to undertake the training to become a first aider.

Emergency Numbers

101 is the emergency priority number of the University Security Control Centre, which is permanently staffed. This should be the first point of contact.

Direct contact to the emergency services can be made by dialling **1999** from any internal telephone. You must stay on the line in case the operator needs further details, such as the kind of emergency, the accurate location of the emergency and your name and extension number.

Reporting Accidents

Always ensure that any accidents or near misses are reported immediately to your department's health and safety manager. This is vital in order that the University can take steps to prevent accidents reoccurring and fulfil any legally required accident reporting duties.

Copies of any accident forms involving TES temporary workers must be forwarded to the TES Office.

Working with Computers

The majority of temporary roles within the University require at least some use of a computer/visual display unit. Having a good understanding of the optimum posture and maintaining this posture whilst working at a workstation can help to avoid the stresses and strains that some people experience from frequent computer use.

If you will be working at a computer, please ensure that you carefully read the Health and Safety Executive's guidelines on this subject. This can be found at: <http://www.hse.gov.uk/pubns/indg36.pdf>.

If you are having difficulties with your workstation or computer, please contact TES and we will work to assist you.

Manual Handling

Temporary workers whose roles will specifically involve manual handling should have been given a manual handling leaflet with the booking form. If you have not received a copy, please contact the TES office or go to the web link below: <http://www.safety.admin.cam.ac.uk/files/hsd149p.pdf>.

Temporary workers whose duties do not normally involve manual handling should also be aware of how to keep themselves safe in case they are required to undertake manual handling on an occasional basis.

If there is a large or heavy load to be lifted, check whether there are lifting and handling aids available and discuss any concerns with your departmental safety representative. Do not attempt to move or carry any heavy loads without first considering and assessing the risks.

Lone Working

People working through the Temporary Employment Service rarely work alone in a building. However, those who are required to work alone in a building should follow the Lone Working Guidance below:



- Put the University Emergency Number in your mobile telephone. This is 01223 331818.
- Whilst you are lone working, ensure that you have your mobile telephone with you at all times (especially when moving away from your landline, such as when going to the toilet or getting a drink).
- Ensure you know the location of the first aid box and that you have access to it.
- Keep any access doors locked and do not give strangers access to the building.
- Do not visit places where you do not usually work, for example, archives in basements.
- If you are intending to work late or start work very early, do not use concealed entrances and exits. Instead use doors which are well lit and clearly visible to a path or main road.
- Ensure that you know how the alarm to the building works.
- If you regularly work out of hours, be aware of other colleagues within the building or nearby buildings who also work late/early. Knowing who has similar patterns to you will be useful if a problem ever occurs.
- If you are required to work on Saturday/Sunday/Bank Holiday, inform the Security Office that you will be in the building alone and call the Security Office when you leave the building.

If you are concerned about any requirement to work alone, or if you have any medical conditions that would make working alone potentially dangerous to you, please advise your department or the TES office.

Occupational Health

If you have a particular health problem that is affecting your ability to undertake the duties of your assignment, please discuss this with your assignment manager. If appropriate, they will make a management referral to the University's Occupational Health Service. It is not possible to make a self-referral.

Pregnancy at Work

If you are pregnant or find out that you are pregnant during the course of your temporary assignment, please advise the TES staff. Your supervisor in your department will need to complete a risk assessment.

Ladders and heights

Please do not go up ladders or work at height without discussing this with the TES office so that we can ensure that appropriate risk assessments have been undertaken.

Example Induction Checklist

On the first day of your assignment, please ensure the person undertaking your induction covers all of the points below:

Introduction

Completed

- Introduction to the department / section
- Introductions to key staff, with contact details
- Location of toilets, cloakrooms, lockers etc.
- Location of departmental canteen or kitchen
- Departmental policy on smoking
- Post and telephone arrangements
- Email account set up, use demonstrated – if required
- Location and demonstration of use of equipment (e.g. photocopiers, PCs, printers)

Working arrangements

Completed

- Starting and finishing times, hours of work, breaks
- Use of telephone and any other facilities
- Policy on the use of email and the Internet

Fire, Safety and Security

Completed

- Tour of work area and access arrangements
- Fire alarm system
- Fire exits
- Evacuation procedure and assembly point (for fire or serious incident)
- Specific safety issues
- Reporting accidents
- Location of first-aid boxes and qualified staff
- Security procedures
- Confirmation that Health & Safety section of Temp Handbook has been read and understood

13. Maternity and Paternity Pay

Maternity Leave

To qualify for Statutory Maternity Pay, all of the following must apply:

- You must have been working without a break for at least 26 weeks as at the 15th week before the week your baby is due. Part weeks count as full weeks.
- Your earnings before tax must equate to an average of £112.00 a week. This is called the Lower Earnings Limit for National Insurance Contributions (NI) and is the amount you have to earn to qualify for benefits. You have to earn more than this amount before you actually start paying NI.

The earliest that SMP can start is from the 11th week before the week your baby is due and the latest from the day following the birth.

How much is SMP will I get?

First 6 weeks: 90% of your average weekly earnings with no upper limit

Next 33 weeks: £139.58 or 90% of your average weekly earnings
(whichever is the lower).

You must inform us at least 28 days before you intend to stop work to have your baby.

MAT B1 Forms

These are issued by midwives at around 21 weeks' gestation. The forms state when they think that the baby will be due. If you are pregnant, the TES Office will need to send this to the Payroll section if you are claiming maternity leave or maternity allowance (details below).

Payroll will decide if you are entitled to SMP. If you are entitled, the Payroll will hold onto the MAT B1 form. If you are not entitled to SMP, they give back the MAT B1 form and a SMP1 form stating why you are

not eligible. You can then go on to claim Maternity Allowance from the Government.

TES has no duty to keep positions open for pregnant staff to return to after their baby is born.

Maternity Allowance (MA)

MA provides you with some money to help you take time off work for the birth of your baby.

MA is paid up to a maximum of 39 weeks.

You can claim Maternity Allowance if you have:

- Been working for at least 26 weeks in the 66 weeks up to and including the week before your baby is due (this 66 week period is known as the test period and part weeks are counted as full weeks); and
- Earned on average at least £30 or more a week, in any 13 weeks in the test period.

The amount of MA paid depends upon your eligibility.

Time Off for Ante-Natal Appointments

You are entitled to paid time off for ante-natal appointments and the Temporary Employment Service will pay you for time missed from work due to these appointments. Please contact the TES office in advance of you attending these appointments.

Further information on SMP and Maternity can be obtained from the Department for work and Pensions via the web link below:
<https://www.gov.uk/maternity-pay-leave>.

Paternity Leave

To qualify for Statutory Paternity Pay, all of the following must apply:

- you must be the biological father or adopter of the child or be the mother's (or adopter's) husband, partner or civil partner or have or expect to have responsibility for the child's upbringing;
- you must have continued to work for the same company without a break for at least 26 weeks by the 15th week before the baby is due, or have worked up to and including the week your wife, partner or civil partner was matched with a child;
- you must continue to work for that company without a break up to the date the child is born or placed for adoption; and
- you must be earning an average of at least £112 a week (before tax).

The amount of SPP is £139.58 or 90% of your average weekly earnings, if this is lower.

You should give the TES office and your department 28 days' notice of your paternity leave.

To comply with the statutory provision, the leave should start on any day of the week on or following the child's birth and must be completed within 56 days of the actual date of birth of the child or if the child is born early, within the period from the actual date of the child's birth up to 56 days after the expected week of birth.

Additional Paternity Leave

Fathers have the right to additional paternity leave allowing them to take up to 26 weeks' paternity leave in the first year of a child's life. This allows fathers to share maternity leave with the mother, who will be able to return to work after six months, leaving the father to take what is left of the 12 months' maternity leave.



In a birth situation, a worker who qualifies for additional paternity leave can take between 2 and 26 weeks' additional leave in the period that begins 20 weeks after the child is born and ends one year after the birth. The child's mother's period of maternity leave must have come to an end.

In an adoption situation, a worker who qualifies for additional paternity leave can take between 2 and 26 weeks' leave in the period that begins 20 weeks after the child's placement for adoption and ends one year after the placement. Additional paternity leave in relation to adoption from overseas must be taken in the period that begins 20 weeks after the child enters Great Britain and ends one year after that date. The worker's partner's statutory adoption leave must have come to an end.

In effect, the worker taking additional paternity leave takes over the remaining period of maternity leave or adoption leave. If the child's mother, or the other adoptive parent, dies in the first year of the child's life, the additional paternity leave can begin at any time after the death and last until the child's first birthday.

Additional paternity leave must be taken as one continuous period, in multiples of complete weeks.

If you would like to apply for additional paternity leave, please contact the TES office, ensuring that you are giving TES at least eight weeks' notice.

14. Changes in Circumstances, Extensions, Terminations and Complaints

Changes in Circumstances

Personal

It is important that if any of your contact details change that you inform the TES Office. Your telephone number(s) is what we use to contact you about possible interviews and assignments as we usually need to arrange these at short notice. Your email address will be used for all

important updates such as early timesheet deadlines. Your home address is where your payslip will be sent.

You must also provide us with (and keep updated) the contact details for two people we can get in touch with in an emergency.

Assignment

It is important that we are kept updated on any changes in your assignment. Any changes from your original assignment booking form (such as hours/days of work, rate of pay or duties) should be organised through the TES office. We will then contact the relevant department on your behalf and confirm the arrangements with you.

Extensions and Terminations

If a department would like to extend your assignment or terminate your assignment before the agreed end date, they should contact TES to confirm the arrangements.

If you would like to terminate your assignment before the agreed end date, you should contact TES.

Where an assignment is terminated either by you or by the department engaging you before the agreed end date, **there is no set period of notice required on either side**. However, in the interests of both parties, it is helpful if as much notice as is practicable is given.

Unsatisfactory performance of duties may result in an assignment being terminated before the agreement end date. A non-exhaustive list of unacceptable behaviour which may result in a department terminating an assignment before the agreed end is set out below in the Feedback section.

Please let us know the last date of your assignment so that we are able to pay out your remaining holiday pay and either update your availability for new assignments or issue your P45, as appropriate.

Feedback

TES encourages both temporary workers and departments to provide feedback at the end of each assignment, or during an assignment if there are any issues of concern on either side.

In order to maintain the standard and quality of our service, TES requires the relevant department to complete an assessment form at the end of each assignment. The feedback forms provide information on your suitability and approach to the work.

Please therefore be advised that should we receive unsatisfactory feedback, we will invite you to discuss this with us. Please be aware that:

- If two negative feedback reviews of a similar nature are received and, if after careful and fair consideration, we believe the feedback to show unacceptable conduct, we may discontinue your registration.
- If the negative feedback is of a sufficiently serious nature, you may be de-registered immediately.

Examples of sufficiently serious behaviour which may result in an assignment being terminated before the agreed end date or a worker being immediately deregistered include (but are not limited to) theft, forgery, threatening or using physical violence, breach of confidentiality, serious breach of safety rules and regulations, acts of discrimination, acts of bullying or harassment, refusal to comply with reasonable requests from your line manager, unauthorised absence from work, and breach of other University or departmental regulations or rules.

We also seek feedback from you on your own experiences whilst on assignment. Please contact us with your feedback (positive or constructive), which we will keep confidential at your request wherever possible. There may be circumstances in which you do not wish to make a formal complaint but where the department or TES considers that the implications for the aggrieved person or others actually or potentially affected are serious. In this case the department, having taken advice

from Human Resources, may initiate an investigation and make a decision on further action on the basis of such evidence as is available.

Complaints by Workers

If you wish to raise a concern about your assignment or department:

- In the first instance, you should contact TES to talk through the issues that you are having.
- TES will offer to speak to the department on your behalf and seek to achieve an informal resolution.
- If the matter cannot be resolved informally, you may raise a formal complaint (see below).

Formal complaints

- If you wish to raise a formal complaint relating to the University/a department or a particular employee of the University/a department, you should do so in writing to TES within 4 weeks of the end date of the assignment to which the complaint relates. TES will review and will refer to the HR Advisor for the relevant School/institution who will deal with it as is deemed appropriate.
- If you wish to raise a formal complaint regarding an external institution, you should do so in writing to TES within 4 weeks of the end date of the assignment to which the complaint relates. TES will review and raise this with the institution where it is deemed appropriate and will write to you regarding the outcome.

If you wish to raise a complaint about the service you have received from TES, you can do so by telephone, email, letter or in person. If you wish to speak to someone in person, please make an appointment in advance wherever possible.

Alternatively, where applicable, you may wish to raise a complaint through the Dignity@Work policy.

15. Dignity@Work (Bullying and Harassment)

The University of Cambridge is committed to protecting the dignity of staff, workers, students, visitors to the University, and all members of the University community in their work and interactions with others. The Dignity@Work policy explains this commitment and what action can be taken if its principles are not observed.

If you would like to talk confidentially to a Dignity@Work Contact, please call the number below. Dignity@Work Contacts are volunteers drawn from a variety of backgrounds and roles throughout the University, who have received training to act as a first point of contact for individuals who are being bullied or harassed, or have been accused of bullying or harassment.

If difficulties cannot be resolved informally, the Dignity@Work policy (see link below) provides a formal complaints procedure. Any complaints made about harassment, bullying or other inappropriate behaviour will be investigated thoroughly and without delay, according to the approved procedures.

All temporary workers are advised that abusive and threatening behaviour directed towards members of the TES Team will not be tolerated. Any such behaviour may result in your registration being discontinued immediately.

	Dignity@Work: www.admin.cam.ac.uk/offices/hr/policy/dignity/
	Dignity@Work Contact: dignitycontacts@admin.cam.ac.uk
	Dignity@Work Contact: (01223) 765031

16. Equal Opportunities

Equal Opportunities Policy and Codes of Practice

The University of Cambridge is committed in its pursuit of academic excellence to equality of opportunity and to a pro-active and inclusive

approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture, and values diversity.

For temporary workers, assignments will be allocated by the application of criteria which are related to the duties and conditions of each particular post and the needs of the department concerned.

Subject to statutory provisions, no individual applying to register with TES or being considered for a particular assignment will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability, sexual orientation, religion, or age.

If any person engaged as a temporary worker considers that he or she is suffering from unequal treatment on any of the above grounds, either in the allocation of assignments or the work carried out, he or she may make a complaint to the University.

Every worker is required to assist the University to meet its commitment to provide equal opportunities and avoid unlawful discrimination.

Workers can be held personally liable as well as, or instead of, the University, for any act of unlawful discrimination. Workers who commit serious acts of harassment may be guilty of a criminal offence.

Acts of discrimination, harassment, bullying or victimisation against the University's workers or employees can lead to the termination of your assignments without notice and your removal from the TES database of temporary workers.

Further information on legislation, the University's equality schemes and best practice, including links to the relevant legislation, is available on the University Equality and Diversity website (<http://www.equality.admin.cam.ac.uk/>) and also on the website of the Equality and Human Rights Commission (<http://www.equalityhumanrights.com/>).

17. Data Protection

Please ensure that you review the University's data protection policy, which is found at: <http://www.hr.admin.cam.ac.uk/hr-staff/hr-data>.

Please note that if you apply for an assignment with a third party institution, you are agreeing to your data being shared with that third party.

In order to comply with national pensions auto-enrolment legislation, your personal data will be disclosed as necessary on a confidential basis to the external firm operating this service.

Feedback forms received from departments (see above) and references may be provided to departments to which you apply through TES, for the purposes of assessing suitability for an assignment.

When you have finished working for TES, we will archive your file securely and it will be destroyed after six years, in accordance with data protection legislation.