

## Key Information Document

This document sets out key information about your relationship with us, including details about pay, holiday entitlement and other benefits. Further information can be found in the Terms and Conditions [here](#) and the Candidate Handbook [here](#).

The Employment Agency Standards (EAS) Inspectorate is the government authority responsible for the enforcement of certain agency worker rights. You can raise a concern with them directly on 020 7215 5000 or through the ACAS helpline on 0300 123 1100, Monday to Friday, 8am to 6pm.

Protocol – Information	
Our contact details	<p>We are Protocol National Limited, trading as “Protocol” and any contracts for work will be between you and us.</p> <p><b>Candidate Support Helpline:</b> 0115 911 1166  <a href="mailto:candidatesupport@protocol.co.uk">candidatesupport@protocol.co.uk</a></p> <p><b>Recruitment Line:</b> 0115 911 1222  <a href="mailto:jobs@protocol.co.uk">jobs@protocol.co.uk</a></p>
Type of contract you will be engaged under	Temporary assignments will be carried out under contracts for services as a self-employed contractor and not as an employee.
How often will you be paid?	You can choose to be paid weekly or monthly in arrears on completion of a timesheet, depending on the location of the assignment.
Minimum rate of pay	The National Minimum Wage or National Living Wage, as applicable. You will be told the hourly rate that applies when we contact you to see if you are interested in a work opportunity. You don't have to accept an assignment if it does not suit you for any reason.
Deductions from your pay required by law	<p>All earnings are subject to the Income Tax and National Insurance will be calculated and deducted where necessary from your pay under the Pay As You Earn process (PAYE).</p> <p>Other statutory deductions will also be applied where relevant including Student and Postgraduate Loan repayments and deductions resulting from any Attachment of Earnings Orders.</p> <p>Workplace Pension - every candidate is assessed for entitlement and auto-enrolled when the qualifying criteria are met. If the auto-enrolment qualifying criteria are not met but you can make a request to enter the scheme if you want to.</p>
Any other deductions or costs from your pay (to include amounts or how they are calculated)	<p>Other than statutory deductions previously detailed, the only deduction that may occur is payment for DBS checks processed within the payroll. This would only occur with prior agreement with yourself and where the standard method (typically payment via debit card) is inaccessible.</p> <p>For work in England or Wales, if you do not hold an enhanced DBS certificate registered on the DBS Update Service a new DBS</p>

	<p>application will be required at the time of your first agreed assignment. As the certificate is yours and may be used by you to get work with other employment businesses or employers, you will need to pay the fee charged by the DBS which is £38.</p> <p>We do recommend you register your DBS certificate onto the DBS Update service which costs £13 per year (and you can do so within 30 days of your certificate issue date). Without it we will need you to get a new DBS certificate if you are offered a new assignment and your certificate is more than a year old, or if you have a 3-month break between assignments, if sooner.</p> <p>For Scotland, a Disclosure Scotland PVG certificate costs £59 if you have not had one issued on the PVG scheme previously. If you previously held a Disclosure Scotland PVG certificate the update fee (£18) will be required.</p>
Any fees for goods or services	Protocol does not charge any fees to you for administering the DBS application process or anything else.
Holiday entitlement and pay	<p>Holiday accrues pro rata during periods when you have an assignment with us and is calculated by reference to the statutory entitlement for a full-time worker of 28 days per annum (including bank holidays). You are expected to take your holiday during the academic breaks and holiday pay is accrued and paid out to coincide with these breaks. You can view your accrued holiday pay through your Candidate Space account under the 'My Payslips' section.</p> <p>If you are entitled to additional holiday in accordance with Agency Worker Regulations (AWR) this will be paid to you as an increase in your hourly rate and not as a separate holiday payment.</p>
Additional benefits	<ul style="list-style-type: none"> <li>• Specsavers vouchers</li> <li>• Learning Zone CPD Resources</li> <li>• Refer a friend scheme – details <a href="#">here&gt;&gt;</a></li> </ul>

## Example Pay

Protocol – Example Pay	
(This is an illustration – pay and deductions will vary according to personal circumstances)	
Example monthly pay (before deductions)	<b>£750.00</b>
Deductions from your pay required by law	<b>£150</b> Tax, £0 NICs
Any other deductions or costs from your wage	<b>£9.20</b> Workplace Pension
Any fees for goods or services	<b>£38</b> DBS Enhanced Disclosure Check (if required)
Example net take home pay	<b>£552.80</b>