

ABLE *Education*

Contractor Handbook **including** **Code of Conduct**

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1. General guidance notes for contractors

If you are a contractor based in the UK, you must inform the Company of the type of business you operate. If you are a Sole Trader, we will require evidence that you are registered for self-assessment tax. If you operate under a registered company name rather than your own name, please provide your Companies House registration number. In the case of a Partnership, we require the same information along with details of your business partner. For a Limited Company, your Companies House registration number should be provided.

Contractors are also required to provide copies of their Professional Indemnity Insurance and Public Liability Insurance. Where tutors are transporting learners in their own vehicles, evidence of appropriate motor insurance that covers business use must also be provided. In addition, contractors must provide a signed Contractor Registration Form, a completed and signed Contractor Agreement, and a Status Determination Statement. All contractors working with children or vulnerable individuals are required to hold an enhanced DBS certificate with a children's barred list check. Contractors must also provide evidence of their legal right to work in the UK.

For contractors based outside of the UK, it is your responsibility to ensure that relevant taxes in your home country are paid correctly.

2. Code of Conduct

ABLE Education expects the highest ethical and professional standards from all contractors. This Code of Conduct outlines the standards required in a wide range of situations, including professional and social events that reflect on the Company. Contractors are expected to familiarise themselves with the details of this Code and relevant Company policies, including Safeguarding, Behaviour management, Lone-working, Health & Safety, and Data protection, and to ensure that any personnel they engage also follow these standards.

The purpose of the Code is to set out principles by which ABLE Education expects its contractors to conduct themselves in all business activities. These principles include compliance with laws and regulations, the rejection of bribery and corruption, the avoidance of conflicts of interest, respect for confidentiality of personal and corporate information, promotion of diversity and equality, and the maintenance of a safe working environment for learners, staff, and visitors. Contractors are also expected to support anyone raising concerns in good faith about misconduct, malpractice, or unsafe practice.

There are specific areas where ABLE Education operates a policy of zero tolerance. These include unsafe, illegal, or unethical working practices, violence or aggression, discrimination, bullying or harassment, bribery or corruption, and retaliation against anyone who reports wrongdoing in good faith. Any breach of the Code may result in contract termination and, where appropriate, referral to external authorities.

Induction and contract-specific training, including safeguarding and behaviour management, must be completed as required. Alcohol and drugs are strictly prohibited while on duty, and misuse of Company or client property will result in termination. Contractors must not disclose any information relating to the Company or its clients during or after engagement and must follow all instructions issued by the Company or clients and treat all information, documents, and communications as confidential.

This Contractor Code of Conduct establishes clear expectations for professional behaviour, safeguarding responsibilities, and ethical conduct for all contractors working within ABLE Education, it aims to create a safe, respectful, and supportive environment for students and contractors.

a. Professional conduct

Contractors are expected to uphold the highest standards of professional conduct and to promote equality, diversity, and inclusion in all aspects of their work. Students and colleagues must be treated with dignity and respect at all times, irrespective of age, gender, ethnicity, disability, sexual orientation, religion, or any other protected characteristic. ABLE Education operates a zero-tolerance approach to bullying, harassment, and discrimination.

Contractors must conduct themselves in a professional manner at all times where there is any possibility they may be associated with the Company (see Reputation Covenant below). Inappropriate behaviour at Company events, client settings, or while representing the Company may result in termination of the contract.

Contractors are required to inform the Company immediately if they are subject to investigation, arrest, or criminal conviction, particularly where this may affect their suitability to work with children or vulnerable individuals.

Contractors must:

- Maintain clear and appropriate professional boundaries with students at all times
- Promote an inclusive, respectful, and non-discriminatory learning environment
- Avoid any form of favouritism or preferential treatment

Failure to meet these standards may result in a review of the contractor's suitability to continue providing services.

b. Safeguarding & child protection

Contractors have a fundamental responsibility to safeguard and promote the welfare of all students, particularly given the vulnerable nature of those receiving one-to-one alternative provision. All safeguarding concerns, including distressed or support-seeking behaviour, accidents, and near misses, must be reported in accordance with ABLE's safeguarding policies and procedures.

Contractors must:

- adhere strictly to all safeguarding and child protection policies and procedures, reporting any concerns immediately to the Designated Safeguarding Lead (DSL)
- maintain professional boundaries at all times, ensuring communication with students takes place only via approved platforms and never through personal contact details or social media
- accurately document and promptly report any concerns relating to a student's welfare, in line with safeguarding procedures and, where required, to relevant authorities
- record attendance within the first five (5) minutes of each session's scheduled start time by emailing attendance@able-education.co.uk, including the student's initials in the subject line and stating "present" or "absent" in the body of the email
- **record attendance within the first five (5) minutes** of each session's scheduled start time by emailing attendance@able-education.co.uk, including the student's initials in the subject line and stating "present" or "absent" in the body of the email

Failure to comply with safeguarding and child protection requirements may result in immediate review and, where appropriate, termination of the contractor's engagement.

c. Attendance & punctuality

i. Contractor sickness, continuity, and safeguarding

Contractors provide one-to-one alternative educational provision to students who are vulnerable and rely on consistency, routine, and trusted relationships. As such, high standards of reliability and communication are essential.

In the event that a contractor is unable to deliver a scheduled session due to illness or other unforeseen circumstances, the following expectations apply:

- Contractors must notify their primary contact immediately, and wherever possible no later than 24 hours in advance of the scheduled session. Where this is not possible, notification must be given at the earliest opportunity.
- Contractors must not contact the student or their family directly regarding cancellations unless explicitly instructed to do so; all communication must follow company safeguarding and communication procedures.
- Contractors must recognise that cancellations may have a significant impact on student wellbeing and engagement. Repeated or short-notice cancellations may result in a review of the contractor's suitability to continue providing services.
- Contractors are expected to support continuity of provision. Where appropriate, this may include providing lesson plans, resources, or handover information to enable an alternative contractor to deliver the session, subject to prior approval and safeguarding requirements.
- Contractors must not arrange substitute cover independently unless expressly authorised. Any replacement contractor must be approved and compliant with all safeguarding and vetting requirements.
- No payment will be made for sessions not delivered, unless otherwise agreed in writing.
- Contractors must keep the organisation informed of their expected return and any ongoing impact on their ability to deliver consistent provision.

ii. Availability, professional conduct and responsibilities

Contractors are required to inform the Company of any other professional engagements that may conflict with, or adversely affect, their ability to fulfil contracted duties. Any planned absence, including holidays, must be requested and approved in advance. Contractors must also promptly notify the Company of any changes to their personal circumstances that may impact their availability, reliability, or ability to deliver consistent provision.

Given the nature of one-to-one alternative educational provision, contractors are expected to demonstrate a high standard of professionalism, reliability, and preparedness at all times. In particular, contractors must:

- arrive punctually for all scheduled sessions and be fully prepared to deliver the agreed provision
- provide as much notice as reasonably practicable of any absence and comply fully with the Company's absence reporting procedures
- ensure that all lesson planning, record-keeping, and administrative responsibilities are completed accurately, promptly, and in accordance with Company requirements

Failure to meet these expectations may result in a review of the contractor's suitability to continue delivering services.

d. Dress code & professional appearance

Contractors are expected to present themselves in a professional manner at all times. Clothing should be **smart casual**, practical, and appropriate for working with children and young people. Appearance must support the creation of a safe, respectful, and focused learning environment.

e. Confidentiality, data protection and IT

Contractors must comply with all applicable data protection legislation, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. All personal, sensitive, or confidential information relating to students, colleagues, or the Company must be handled with the utmost care and in accordance with Company policies.

Contractors must:

- ensure that all confidential information is stored securely and accessed only where necessary for the performance of their duties
- use only Company-approved systems and platforms for storing, sharing, or transmitting information
- report any actual or suspected data breach immediately in line with Company procedures
- adhere at all times to ABLE's IT and E-Safety Policy when using technology to deliver contracted services

f. Use of social media

Contractors must use social media responsibly and in a manner that safeguards students and protects the reputation of ABLE Education. Under no circumstances should confidential information be disclosed or professional boundaries be compromised.

Contractors must:

- not communicate with students via personal email, telephone, social media, or any non-approved communication channel
- refrain from posting, sharing, or engaging with any content that is confidential, inappropriate, or could bring the Company into disrepute
- comply fully with ABLE's Social media policy

Any misuse of social media may result in a review of the contractor's engagement.

g. Health, safety & wellbeing

Health and safety is a priority, and contractors must actively ensure the safety of themselves, colleagues, and learners. They are legally required to comply with all relevant health and safety, safeguarding, and employment legislation, as well as ensuring that all work is carried out in accordance with risk assessments, and ABLE's internal rules, regulations, policies and procedures.

Failure to comply may result in contract termination.

Contractors are expected to arrive punctually, in a fit condition to carry out their duties, and adhere to agreed working hours.

Contractors must use their own equipment responsibly and ensure it is safe and appropriate for use.

Where contractors are required to transport learners, they must follow all insurance requirements (ensuring appropriate insurance coverage), comply with all risk assessments procedures, and relevant guidance to ensure safe travel.

Contractors must ensure that any personnel they engage are suitably qualified, medically fit, and trained to perform the required services. They must exercise reasonable care and diligence, follow all legal and regulatory obligations, and adhere to Company and occupational health and safety standards. Contractors must also ensure that all work completed meets relevant legislation and standards.

Contractors must:

- report any hazards, risks, or incidents promptly to the Health & Safety Officer
- support students' mental health and wellbeing by fostering a positive learning environment
- follow risk assessments for learners with distressed reactions, responses to anxiety and support-seeking behaviour, and maintain a safe environment at all times

h. Financial probity

Contractors are required to comply with all applicable laws and regulations, including the Bribery Act 2010. Contractors must not offer, promise, authorise, or receive any bribes or undue advantages. Fraudulent attempts to secure unlawful gains will not be tolerated, and the Company will pursue recovery of any losses and may report the matter to the relevant authorities. Contractors must declare any potential conflicts of interest to ensure that decisions affecting the Company or its clients are fair and impartial.

i. Non-solicitation and non-circumvention

Contractors must not solicit, approach, accept, undertake, or perform any work or services for any of ABLE's clients, prospective clients, or contacts introduced to or connected with the Contractor for a period of **twelve (12) months** following the termination or completion of the assignment.

The Contractor agrees that any enquiries, requests, or opportunities for additional, related, or future services arising from contacts, introductions, or relationships established through ABLE shall be conducted exclusively through ABLE.

j. Environment

ABLE Education seeks to minimise the environmental impact of its operations. Contractors are expected to conduct their work in line with the highest environmental standards, including reducing waste, managing resources responsibly, and considering the impact of transport and materials on the environment.

k. Reputation protection

The Contractor shall not, directly or indirectly, do or omit to do anything which may damage, bring into disrepute, or ridicule ABLE's name, brand, or reputation, or which may attract public or media attention that is prejudicial or detrimental to ABLE's name, reputation, or business interests.

ABLE may terminate this Agreement immediately upon written notice if, in the reasonable opinion of the Company, the Contractor breaches this reputation covenant or engages in conduct that brings the Company into disrepute.

1. Raising concerns through confidential reporting

Contractors who become aware of any activities they believe to be illegal, unsafe, unethical, or inconsistent with the Code of conduct must report these concerns immediately.

Reports should be made in line with the Company's whistleblowing and safeguarding policies. Contractors who raise concerns in good faith will not face any detriment as a result of reporting.

3. Privacy notice for contractors

ABLE Education Ltd processes contractors' personal data in line with GDPR and current UK data protection legislation. Personal information is collected to perform the contract, comply with legal obligations, and protect legitimate interests. Special categories of data, including criminal conviction data, will only be processed where appropriate. Contractors have the right to access, correct, restrict processing, or withdraw consent for their data. Data is only retained for as long as necessary, and contractors may raise concerns or complaints with the Company's Data Protection Officer or the Information Commissioner's Office.

4. Payment of invoices guidance

Invoices will be paid monthly in arrears via bank transfer. An initial four-week period is allowed for new contractors to arrange banking facilities. No cash advances are permitted. Mileage incurred while transporting learners or travelling for work will be reimbursed in accordance with Company policy. Remittance advice will be emailed to the contractor; no postal copies will be issued.

5. Modifications to this policy

ABLE Education reserves the right to modify this Contractor handbook including code of conduct at any time. Any changes will be communicated with contractors via email.