



**system-people** GO UK

**System People Recruitment Agency Workers  
Regulations (AWR) — Equal Treatment  
Information Requests Policy**

Version: January 2026

**Document Control**

Version 1

Effective Date: 12<sup>th</sup> January 2026**Review Dates**

Policy will be reviewed on an annual basis.

**Linked Policies**

System People Recruitment Complaints Policy

**Person Responsible for the Policy**

General Manager

**Name**

Charlotte Kirkbride

**Signature**

System People Limited is committed to complying with the Agency Workers Regulations 2010 (AWR) and ensuring agency workers supplied to schools, academies, and educational settings receive equal treatment where applicable after the qualifying period.

## **Scope**

This procedure applies to agency workers who have completed, or believe they have completed, the 12-week qualifying period in the same role within the same school or educational setting.

Equal treatment applies to:

- Pay
- Working hours
- Rest breaks
- Annual leave
- Basic working and employment conditions

If you are an agency worker who believes they are not receiving equal treatment in relation to pay, working time, annual leave, or other basic working and employment conditions you may submit a written request for information.

### **1. Submitting a Request**

Requests must be submitted in writing to Liza Ewing, Head of Education Recruitment and should include:

- Your name
- Assignment school or educational setting
- Job role (e.g., Supply Teacher, Teaching Assistant, Cover Supervisor)
- Assignment start date
- The date the qualifying period was reached (if known)
- Details of the equal treatment concern

### **2. Investigation Process**

Upon receipt of a request, System People Ltd will:

- Acknowledge receipt within 5 working days.
- Liaise with the supplying recruitment agency and the client school to obtain comparator information.
- Review:
  - Pay scale or pay point applicable to comparable school employees
  - Working hours and rest periods
  - Holiday entitlement
  - Any relevant school policies affecting basic working conditions

Where necessary, comparator information will typically relate to:

- A teacher employed under STPCD conditions, or
- Support staff employed under local authority or school support-staff pay frameworks (e.g., NJC terms).

## **2. Response Timescale**

A written response will be provided within 28 calendar days of receiving the request, in line with AWR requirements.

## **3. Response Content**

The written response will include:

- Confirmation of assignment details and qualifying period status
- Information about the comparable role within the school
- An explanation of how pay and conditions have been determined
- Any actions required to ensure AWR compliance

## **4. Record Keeping**

All AWR information requests and responses will be retained for audit and compliance purposes in accordance with REC standards and data-protection requirements.

## **5. Escalation**

If you are dissatisfied with the response, the matter may be escalated through the System People Recruitment complaint procedure or referred back to the recruitment agency for further review.

Appendix 1

**AWR Equal Treatment Request Form (Template)**

**Section 1: Agency Worker Details**

Field	Information
Name	
Recruitment Agency	
Email	
Phone	

**Section 2: Assignment Details**

Field	Information
School / Educational Setting	
Role	
Assignment start date	
12-week qualifying period completed	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
Date qualifying period reached	

**Section 3: Equal Treatment Concern**

Area of concern	Select
Pay	<input type="checkbox"/>
Working hours	<input type="checkbox"/>
Rest breaks	<input type="checkbox"/>
Annual leave	<input type="checkbox"/>
Other basic working conditions	<input type="checkbox"/>

**Details (please provide information about your concern)**

**Section 4: Declaration**

I am requesting information under the **Agency Workers Regulations 2010** regarding equal treatment.

**Name:**

**Signature:**

**Date:**

**Office Use Only**

Date received	Acknowledgement sent	Response due date	Handled by