



Professional Standards and Expectations

REVIEWED: December 2025

NEXT REVIEW DATE: December 2026

REVIEWED BY: Olivia Bakewell

What We Expect From Candidates

At Smile we value the commitment, hard work and dedication our Teachers, Teaching Assistants, Cover Supervisors and Support Staff put into every assignment. As an

agency, our high standards ensure that you are re-booked by client schools.

In order to maintain our relationships with schools, we need your help. The following list of expectations must be adhered to on every assignment, and schools are encouraged to notify us should our staff fail to meet these standards.

Remember – our success means more work for you!

We expect the following from our candidates:

1. To arrive **no later than 8:30 am, preferably by 8:15**. If it is a last-minute booking, please advise us at the office if you are going to be later than 8:30, so we can check this is okay with the school. If you are held up and are likely to be late, please call to inform us by 8:25 am.
2. To carry a **DBS and photo ID** at all times.
3. To **mark work completed throughout the day** (essential in primary schools, but not always required in secondary schools). **Ensure that the marking is done fully and adheres to the policy laid out** by that school.
4. **To dress respectfully and appropriately**. This is usually a shirt, tie and jacket for men, smart business dress for women.
5. To **familiarise themselves with the school's disciplinary policy, following this and Smile's guidelines at all times**.
6. To **remain at school until the classroom has been tidied** and is in a suitable state for the following day.
7. Please **leave a handover** note for the returning class teacher.
8. It is your responsibility to check the school office has received your online timesheet from Smile at the end of the day or on Friday if working all week long and make sure it is going to be completed. The **deadline for timesheets is Monday at 4pm**. Otherwise, payment will be delayed until the following week.
9. In long-term contracts, if you are going to be off sick, please notify Smile by 7:30 am latest. You should also contact the school if you have been asked to do so.
10. Mobile phones must be **switched off in lessons**



In order to ensure we can give you the bookings that you want, remember to keep us up-to-date with your availability and the type of assignments you are interested in. Also, try to remember to check your mobile for messages at lunchtime – often we have to get back to schools to confirm bookings before the end of the school day.

Professional Standards

Safeguarding Children and Maintaining Welfare

- Ensure all children or young adults in your supervision are safe at all times.
- Always ask for support or help from SMT if you think your own actions could put pupils at risk.
- Ensure that you take appropriate action if you observe another member of staff having a negative impact on pupils.
- Always follow the school's child protection policies and procedures. Ensure that relationships with pupils remain professional at all times.
- Ensure that you have read chapter one from 'Keeping Children Safe in Education' on the government website: [Keeping Children Safe in Education \(Part One\)](#)

Professional Values and Relationships

- Always be committed to the best interests of the children in their care and be fair and objective
- Respect each individual's specific needs
- Develop positive relationships with every individual in the school community
- Work towards a culture of mutual trust and respect in every assignment

Professional Integrity

- Demonstrate honesty and integrity in all aspects of their work
- Respect the privacy of others and confidentiality of information gained in the course of professional practice, unless there is a legitimate concern for well-being of an individual
- Represent themselves, their status and qualifications honestly.

Professional Conduct

- Uphold the reputation and standing of the profession
- Take all reasonable steps in relation to the care of pupils and students in their care, to ensure safety and welfare
- Work within the framework of relevant legislation and regulations
- Comply, respect and uphold all school policies, procedures and guidelines
- Report all incidents which impact student/pupil welfare



Professional Practice

- Maintain high standards of all aspects of their professional practice
- Plan and communicate clear, challenging and achievable expectations for pupils and students Act in the best interest of pupils and students at all times

Diversity and Equality

- Be committed to equality and inclusion and accommodate diversity that arises from gender, civil status, family status, sexual orientation, religion, age, disability, race, ethnicity, membership of the Traveller community and socio-economic status