

# The CCS Handbook

everything you need to know about the  
new DfE-sponsored framework for  
temporary staff in education



Crown  
Commercial  
Service  
*Supplier*

# The CCS Handbook

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# Welcome

In this handbook, we'll cover everything you need to know about the recently implemented Crown Commercial Service (CCS) framework for the DfE-approved Supply Teachers and Agency Workers deal.

The framework is designed to help schools get value for money and find agencies who follow best practices in safeguarding and compliance.

We've put together the chapters of this guide to introduce you to the CCS framework, its benefits, and how to use it, so that you can navigate the framework in the most beneficial way for your school.

## Who are CCS?

The Crown Commercial Service is an executive agency of the Cabinet Office of the UK government, and the largest public procurement organisation in the UK. The CCS brings together policy, advice and direct buying; providing commercial services to the public sector and helping to save public money.

[You can find out more about the CCS here.](#)

## What is the CCS Supply Teachers Framework?

The CCS and DfE developed the supply teachers framework to help schools deliver value for money when using an agency to recruit supply teachers and other temporary positions, and avoid agencies that charge excessive fees. Agencies who have been approved by CCS to work on this framework are referred to as 'preferred suppliers'.

Using a preferred supplier to fill your temporary roles means your school can:

- Clearly see the fees an agency charges on top of staff wages and associated costs with full transparency
- Make a temporary worker permanent for free after 12 weeks
- Trust that the agency has been audited by an approved body, ensuring legal compliance and safeguarding best practices
- Know that the responsibility to meet all UK and EU public procurement legislation has been met

[You can find out more about the framework here.](#)

## Who can I hire using the framework?

The CCS agreement can be used to fill your daily cover and long-term supply needs for teaching and non-teaching staff. However, the framework isn't just for teachers and support staff; schools can also use the same terms to hire IT, finance, clerical, administrative, maintenance, and almost any other temporary worker within a school setting.

### SUPPLY

The framework can be used to hire all day-to-day contingency supply teaching and non-teaching staff.

### TEMP-TO-PERM

If your school wants to transfer a worker you have hired on the CCS framework to a permanent contract, doing so after 12 weeks won't cost anything extra, provided you give 4 weeks' notice.

### NOMINATED WORKER

If you know a worker you would like to fill a temporary vacancy, but want to hire them on CCS terms, you can refer them to a CCS supplier as a 'nominated worker'. Referring someone to an agency in this way will cost less than using a worker provided by the agency.

## How does an agency become a preferred supplier?

Only 17% of agencies in the UK are listed as a preferred supplier on the CCS framework. A detailed tender document from the agency had to be submitted, demonstrating the ability to deliver the required services and meet the CCS' selection criteria.

To be selected to appear on the list, approved agencies had to set out their costs up-front and conduct rigorous background checks on their workers.



All agencies on the list have to be audited by one of three trusted auditing bodies. At Engage, we are audited by the REC, and we've received the REC Audit Gold Standard for our commitment to safeguarding and compliance.

## What next?

We will be covering several topics throughout this handbook, including who you can hire on the framework, and how to access the deal. The next chapter covers the benefits for schools using the CCS framework in more detail.

To find out how your school can use the CCS framework, contact us at [CCS@engage-education.com](mailto:CCS@engage-education.com). Our dedicated team will help you to understand this new framework and how it can benefit the unique requirements of your school.

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*"There can be no great schools without great teachers to inspire and motivate children, so it's absolutely right that we help schools to maximise the money they have to spend in the classroom by working together, making sure they're getting the best deals and are not being overcharged for services." - Damian Hinds, Education Secretary*

[Read the full DfE press release here.](#)

# Chapter 1: Benefits for Schools

In the last chapter, we outlined the new framework introduced by the Crown Commercial Service (CCS) and sponsored by the DfE to help schools save money and follow best practices when using recruitment agencies.

In this chapter, we'll be explaining the specific benefits of the CCS framework for schools in more detail. These benefits can be broadly categorised into three sections:

1. Financial benefits
2. Legislative benefits
3. Time-saving benefits

## Financial Benefits of the CCS Framework

The CCS framework was developed to help schools reduce the amount of public money they spend on supply agencies. The DfE is calling on more schools to use the framework when recruiting supply teachers and other agency workers in order to ensure their resources are being used as effectively as possible.

### TRANSPARENCY OF COSTS

All preferred suppliers on the CCS framework have to set out their markup up-front, allowing schools to compare prices and quality. The online selection tool shows all fees that a recruitment agency will charge on top of staff wages and associated costs, so you know what you are getting for your money.

### ZERO TEMP-TO-PERM FEES

When your school has hired a worker on CCS terms, you can avoid any temp-to-perm fees once the worker has worked 12 weeks or more - provided you give 4 weeks' notice.

## Compliance

With the CCS framework, schools can rest assured the commercial terms do not equate to a neglect of legislative compliance, as all listed agencies are required to demonstrate compliance and safeguarding best practices through an approved auditing body.

At Engage, we are audited by the Recruitment and Employment Confederation, and our practices have consistently received the REC Audit Gold Standard.

This level of compliance means that thorough background checks are completed on every worker before they are cleared for work.

[See here for a list of all checks required by the CCS.](#)

## OJEU PROCUREMENT LEGISLATION

Public procurement in the UK and the rest of the EU is governed by a number of directives and regulations, which are then implemented in national legislation. [This legislation](#) lays out procedures for the award of public supply, service and works contracts over a [specified threshold amount](#).

By using the CCS framework, you can ensure that your school remains compliant with all UK and EU legislation associated with the recruitment of temporary employees.

## Time-saving benefits

In addition to the financial and legislative benefits of using the CCS framework, there are some practical time-saving benefits which can be applied to free up more time for your school leaders and business managers.

We are aware that many schools are often inundated with calls and emails from supply agencies, putting pressure on your school switchboard and meeting calendar. By only working with CCS-approved suppliers (which make up just 17% of agencies in the UK) you can drastically reduce this pressure by fielding calls without missing out on the quality or cost-effectiveness of your supply workers.

# Chapter 2: Who can you hire on the framework?

In this chapter we'll be exploring the types of workers that you can hire using the framework, and the different placements you can fill. We'll cover:

1. Types of workers - Teachers, support staff, and more
2. Types of placements - short-term supply, long-term cover, temp-to-perm, and nominated workers

## Types of workers

Although much of the literature currently available refers to the deal as the 'Supply Teachers' framework, schools can, in fact, hire a range of temporary workers on CCS terms. If it is a temporary role based in a school, the chances are you'll be able to fill the position using the framework.

You can recruit all temporary teaching and support staff roles using the framework, including, but not limited to:

- Qualified supply teachers
- Unqualified teachers
- SEND teachers
- Educational support staff
- Cover supervisors
- Teaching Assistants
- Headteachers
- Senior leaders
- Administrative and clerical staff
- IT staff
- Finance workers
- Maintenance and cleaning staff

When you hire any of these workers on CCS terms, you can see all the costs an agency will charge before making your decision, meaning your school can make an informed choice on the cost and quality of workers.

All legislative imperatives, such as compliance with [EU public procurement legislation](#) and safeguarding best practices, will be covered when you hire *any* kind of worker through the CCS framework, not just teaching staff.



## Types of placement

There are four placement types that can be filled using the CCS framework: short-term supply work, long-term cover, temp-to-perm, and nominated worker.

### SHORT-TERM SUPPLY WORK

You can use the CCS framework to hire workers to fill your daily supply and contingency needs. All candidates working for a preferred supplier have been pre-screened and vetted to ensure compliance with all safeguarding requirements prior to arriving at your school.

Although the framework is not yet mandatory, the DfE is actively encouraging schools to work only with CCS preferred suppliers. As the uptake of the framework increases, the number of candidates working with CCS suppliers does too, meaning that only using a CCS preferred agency for your daily supply needs will result in an increase in available workers.

*Tip: You can field the number of agencies who contact your school to offer daily cover workers by establishing that you only work with CCS preferred suppliers. (Only 17% of agencies in the UK are listed on the framework, so this will drastically reduce the number of calls you receive and the resulting pressure on your switchboard and meeting calendar.)*

### LONG-TERM COVER

If you need a member of staff to cover a long-term absence in your school, you can hire a fully-vetted cover teacher (or any other kind of worker) on CCS terms. One of the benefits of using the framework for long-term placements is that your school is compliant with EU public procurement legislation, even if the whole-life cost of the long-term contract is over the [OJEU threshold amount](#).

### TEMP-TO-PERM

It is common that schools will want to take a member of staff permanent after they have worked on a long-term cover contract. If that worker was originally hired on CCS terms, you can avoid paying any temp-to-perm fees once that worker has worked 12 weeks or more.

To avoid paying temp-to-perm fees, you only need to give 4 weeks' notice to the agency you hired them from, after the worker has worked at your school for 12 weeks or more.

## NOMINATED WORKER

If you know a worker that your school has perhaps previously worked with, or had recommended to you, and you would like to hire them on CCS terms, you can refer them to a CCS supplier in order to facilitate this. The chosen worker will be on the agency's payroll and the agency will perform the background check for you. This is referred to as a 'nominated worker' and will cost less than using an agency worker.

When you refer your nominated worker to a CCS preferred supplier, it means your school can benefit from your worker of choice, whilst outsourcing all legislative, safeguarding, and employment requirements to an audited, CCS & DfE-approved agency.

# Chapter 3: How to access the deal

The previous chapter of the CCS Handbook covered who you can hire on CCS terms and the types of placements you can use the CCS framework to fill. Now, we'll be walking you through the steps you need to take to access the deal, including:

1. How you can check if an agency is on the framework
2. How to use the agency selection tool
3. Creating an order form

## How to check if your agency is on the framework

As mentioned in chapter 1, only 17% of agencies in the UK are listed as a 'preferred supplier' on the CCS framework, so it is possible that some agencies you currently work with are not on the list.

There are a number of reasons why an agency may not be listed as a preferred supplier. For example, an agency may not be audited by one of the three approved bodies, or would prefer not to disclose their mark-up costs up-front.

To check if an agency is listed as a preferred supplier, you can visit the [CCS page for the framework](#), and click through to see the [list of suppliers](#). Each supplier on the agency is listed in alphabetical order, with their contact information easily available for enquiries. (You can see the [Engage page here](#).)

*Tip: You can also go to the [Supply Teachers and Temporary Staff in Educational Establishments](#) page to view the CCS' description of the framework, as well as the Terms & Conditions, benefits, and further information.*

## How to use the agency selection tool

If you know that an agency is on the CCS framework as a preferred supplier, you can use the agency selection tool to find and hire a worker through that agency, or to hire a specific person as a nominated worker. (Nominated workers were covered briefly in chapter 2, and we will be providing you with more detailed information on nominated workers in chapter 4.) You can also use the agency selection tool to view the rates that the agency will charge for the worker.

In order to use the tool, you will need:

1. Your DfE sign-in email and password, which should have been emailed to you by the DfE. (If you don't have this information, you can [create a DfE account](#), or [get in touch with the DfE](#).)
2. Details of the kind of worker you want to hire, and how long you will want them for.
3. Your school's postcode, and the postcode of the agency you wish to use.

*Tip: To find Engage Education's postcode, visit our [Contact Page](#). You can enter this postcode into the tool to find your nearest Engage office.*

Once you have all of this information, you can access the tool here:

<https://marketplace.service.crowncommercial.gov.uk/supply-teachers>

This link will direct you to the agency selection tool, where you will be asked several questions to determine what your school is looking for and to point you in the right direction.

Example questions:

**What type of worker does your school need?**

- ☒ Qualified teacher: non-SEN roles
- ☐ Qualified teacher: SEN roles
- ☐ Unqualified teacher: non-SEN roles
- ☐ Unqualified teacher: SEN roles
- ☐ Educational support staff: non-SEN roles (including cover supervisor and teaching assistant)
- ☐ Educational support staff: SEN roles (including cover supervisor and teaching assistant)
- ☐ Headteacher and senior leadership positions
- ☐ Administrative and clerical staff, IT staff, finance staff and cleaners

**How long does your school need the worker for?**

- ☐ Up to 1 week
- ☐ 1 week to 4 weeks
- ☒ 4 weeks to 8 weeks

*Tip: This screenshot also shows all the roles you can use the framework to hire for.*



## How to use the order form

In order to start using the framework, you need to issue a simple order form to the agency. A link to the order form will be provided once you have filled in all the information, or [you can download one here](#). You can also find the order form on the CCS [Supply Teachers and Temporary Staff in Educational Establishments](#) page in **Documents** > **RM3826 Order form template short form**.

If you need any assistance to get moving on the framework you can get in touch with us, and one of our fully trained CCS consultants will be able to assist you. Alternatively, you can book a consultation call or meeting with us and we will be happy to visit your school and talk you through the process in more detail.

# Chapter 4: Nominated Workers

In this chapter, we'd like to go into a little more detail about **nominated workers** - an exciting aspect of the CCS framework which gives your school the freedom of choice when it comes to who you hire. We'll be covering:

1. What is a nominated worker?
2. Benefits of a nominated worker
3. How to hire a nominated worker

## What is a nominated worker?

Agencies on the CCS framework directly manage the employment of their agency workers, meaning they perform all the background checks, manage their payroll, and ensure compliance with all necessary guidelines and legislation.

However, you may wish to hire a specific worker on CCS terms, though they are not currently signed up to work with a preferred supplier. To do this, you can approach an agency that is on the framework to perform all necessary background checks and put the worker on the agency payroll for you. This is called a 'nominated worker'. (i.e. you have 'nominated' the worker to the agency, rather than using a worker the agency has sourced themselves.)

## Benefits of using a nominated worker

### CHOICE

The ability to use a nominated worker when you want to, gives your school the freedom to choose who is hired - whether or not your chosen CCS agency currently has the worker on their books. The ability to nominate a worker means you are not stuck between choosing a worker you know, or taking advantage of the CCS benefits.

### CONSISTENCY

Many schools have a list of temporary workers they rely on when they have a temporary vacancy or a need for daily contingency supply, and will call these workers before turning to an agency to fill their positions. By referring these workers to an agency on the CCS

framework, you can keep a consistent presence in your school and ensure you remain compliant with procurement legislation and safeguarding requirements.

## COMPLIANCE

When a school works with temporary workers or supply teachers on a “black book” system, it can be difficult to ensure compliance with Keeping Children Safe in Education safeguarding guidelines, and the correct employer costs are covered.

When you use a CCS preferred supplier, the supplier will be liable for all employer NI contributions, pension contributions, and apprenticeship levies, meaning you can rest assured that your school remains compliant with all legislation while still working with your chosen temporary staff members.

## COST

Referring a worker to an agency as a nominated worker will cost less than working with a worker that has been sourced by the agency themselves, whilst still providing all the benefits that the CCS framework offers. For a list of all the benefits of the CCS framework, you can refer to chapter 1 of this handbook.

*Tip: You can still take a nominated worker permanent after 12 weeks for no extra fee, providing you give 4 weeks’ notice of your intention to do so.*

## How to hire a nominated worker

You can use the [online agency selection tool](#) to find your [chosen agency on the framework](#), and send them the gross pay rate and contract details that you have already agreed with the worker, or you can speak to your chosen agency directly. For information on how to use the agency selection tool, you can refer to chapter 3 of this handbook.

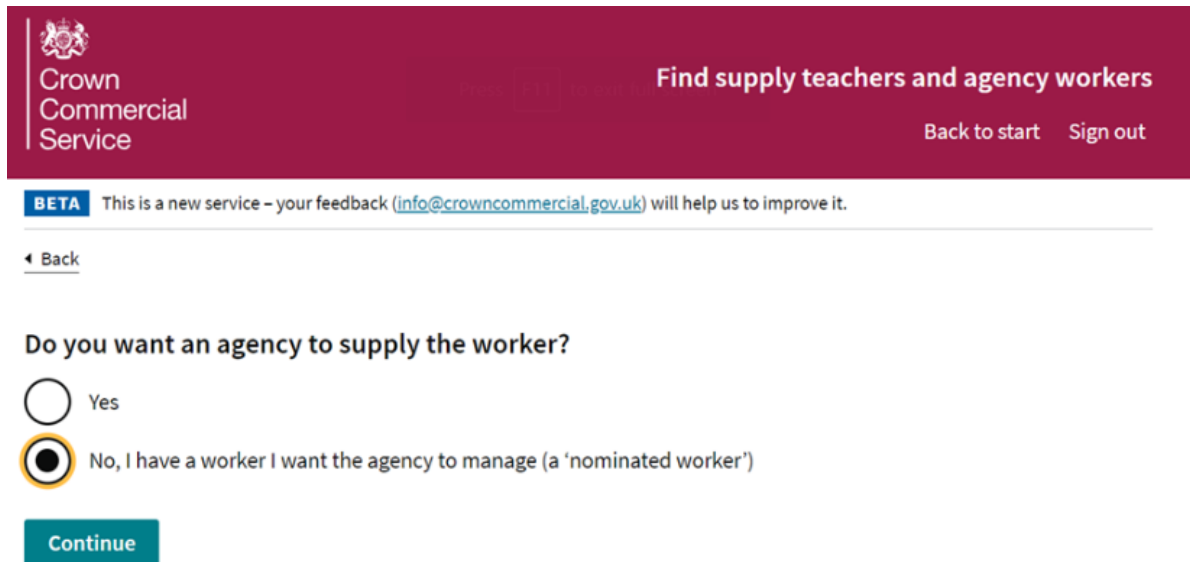
*Tip: You need to ask permission from the worker before sharing their details with an agency*

## SPEAK DIRECTLY TO THE AGENCY

You can approach us directly to arrange for Engage to complete a background check and put a nominated worker on our payroll. Our fully trained consultants will be happy to help and can walk you through the entire process.

## ONLINE SELECTION TOOL

To nominate a worker in the online selection tool, you need to select “No, I have a worker I want the agency to manage” for the question “Do you want an agency to supply the worker”.



The screenshot shows the Crown Commercial Service logo on the left and the title "Find supply teachers and agency workers" on the right. Below the title are links for "Back to start" and "Sign out". A blue banner indicates the service is in BETA and requests feedback via email. A "Back" link is present. The main question is "Do you want an agency to supply the worker?". There are two radio button options: "Yes" (unselected) and "No, I have a worker I want the agency to manage (a 'nominated worker')". The second option is selected, indicated by a black dot in the center of the radio button. A teal "Continue" button is at the bottom.

**Crown Commercial Service**

**Find supply teachers and agency workers**

[Back to start](#) [Sign out](#)

**BETA** This is a new service – your feedback ([info@crownccommercial.gov.uk](mailto:info@crownccommercial.gov.uk)) will help us to improve it.

[Back](#)

**Do you want an agency to supply the worker?**

☐ Yes

☒ No, I have a worker I want the agency to manage (a 'nominated worker')

**Continue**



# Chapter 5: Temp-to-Perm

Throughout the CCS Handbook, we've been looking at the specific benefits offered to schools who opt to use the newly implemented, DfE-sponsored CCS framework when hiring temporary staff.

We'll now be explaining how you can use the framework to add value when your school decides to take these temporary workers permanent.

We'll be covering:

1. Zero temp-to-perm fees after 12 weeks
2. How to make a temporary worker a permanent member of staff
3. Deciding when to make a temporary worker permanent

## Free temp-to-perm after 12 weeks

One of the key aspects of hiring temporary workers through the CCS framework is the ability to make temporary workers permanent for no extra cost after 12 weeks.

In order to take advantage of this benefit of the framework, the temporary worker must have worked 12 weeks or more, and you will also need to give the agency at least 4 weeks' notice.

*Tip: You can give a longer notice period in order to better prepare the legislative and financial requirements of moving the staff member onto your school's payroll.*

## How to make a temporary worker permanent

Long term supply teachers and other school-based temporary workers (as described in chapter 3) are frequently offered permanent positions at the end of their contract. When a temporary worker has been hired on CCS terms, it becomes easier than ever to make the transition from temporary to permanent.

## TEMP-TO-PERM CALCULATOR

You can use the [agency selection tool](#) we told you about in chapter 3 to calculate how much you will be charged to make your temporary worker permanent at any given time. This fee is calculated based on the minimum contract, the notice period given, and the agency's daily fee.

As part of the CCS framework's commitment to transparency, you can use the temp-to-perm calculator to view the fee that your agency will charge you before you make any decisions.

## SPEAK TO YOUR AGENCY

If you would prefer not to use the CCS' temp-to-perm calculator, your Engage consultant will be happy to work with you to let you know how much it will cost to take your worker permanent at any given time.

## When you should make a temporary worker permanent

Once your school has made the decision to take a temporary worker who was hired on CCS terms permanent, there will be a period of adjustment while your administrative team sets the worker up on your school's payroll and arranges to take responsibility for the worker's national insurance contributions and pension payments.

You can, of course, decide to keep a worker on the agency's payroll on CCS terms while you prepare to move the staff member onto your school's system. This will give you time to prepare all the legislative and administrative requirements, and you can continue to benefit from the support we offer at Engage until you are ready to make the switch.

## DO SCHOOLS HAVE TO OFFER WORKERS A PERMANENT CONTRACT AFTER 12 WEEKS?

It's worth remembering that although you can take your temporary worker permanent after 12 weeks for no extra cost, this is not always the best option for your school, and there is no requirement for you to take temporary workers permanent when the 12 weeks is up.

If you choose to keep the member of staff on through Engage, they will continue to benefit from our various employee benefits and professional support programme, and your school will not have the administrative and employer-related costs of a permanent worker.

*Tip: Although you can take your temporary worker permanent after 12 weeks for no extra cost, this is not obligatory and may not be the best route for your school at that point in time. You can always choose to transfer the candidate for free at a later date.*

# FAQ

By now, you should have everything you need to navigate the CCS framework in the most beneficial way for your school. Below, we've collated a selection of the most common questions that we have received from schools regarding the CCS framework.

## Frequently Asked Questions

### HOW DO YOU TRANSFER A TEMPORARY WORKER TO A PERMANENT EMPLOYEE CONTRACT WITHOUT INCURRING ANY EXTRA COSTS?

As long as you give a minimum of 4 weeks' notice and the worker has completed at least 12 weeks of work on CCS terms, then transferring them to a permanent contract is free of charge. We covered the details of making a temporary worker permanent, in chapter 5.

### DO I HAVE TO TAKE A TEMPORARY WORKER PERMANENT AFTER 12 WEEKS?

There is no obligation for a school to make a temporary worker permanent after 12 weeks. If you choose to keep a worker temporary for longer than 12 weeks, you will be able to take them permanent for no extra cost at any time, provided you give 4 weeks notice. For more information about taking a temporary worker permanent, you can refer to chapter 5.

### HOW DO I CHECK IF AN AGENCY IS ON THE DEAL?

There are 122 suppliers on the deal, which is just 17% of education agencies in the UK. To check if an agency is on the deal, you can use the [list of suppliers](#) on the CCS website, as detailed in chapter 3.

### IS THE AGREEMENT JUST FOR TEACHERS?

The CCS framework isn't just for hiring temporary teachers. In fact, most roles that a school will need to fill are covered in the CCS deal, including cleaners, teaching assistants, clerical staff, administrative workers, maintenance staff, and more. For in-depth information on who you can hire using the CCS framework, please refer chapter 2.

## CAN I HIRE A WORKER THROUGH THE FRAMEWORK EVEN IF THEY AREN'T SIGNED UP TO A PREFERRED SUPPLIER AGENCY?

If you know a worker who isn't signed up with an agency on the agreement, and you would like to hire them on CCS terms, you can tell your preferred supplier agency that you would like to hire them as a 'nominated worker'.

Once the worker has signed up to us, you can rest assured that their pay and associated legislative costs are allowed for, and that background checks have been taken care of, in compliance with all public procurement legislation.

For more information on nominated workers, please refer to chapter 4.



# What next?

At Engage, we are in full support of the CCS terms, and are happy to see the DfE's commitment to standardising best practices in temporary recruitment through the framework. You should now be up to scratch on the CCS framework, allowing you to make an informed choice for your school.

If you have any more questions, [this link will direct you to our CCS Info page](#), where you can submit your CCS-related questions using our CCS framework enquiry form.

If you'd like to start using the framework for your school, you can get in touch with us at [CCS@engage-education.com](mailto:CCS@engage-education.com). Our consultants are fully trained to answer all of your CCS-related questions and will be able to explain how the framework can benefit the unique requirements of your school.

## Helpful Links

- [Engage Education, 'CCS Framework'](#)
- [Engage Education, 'Engage Education joins the CCS framework for supply teachers for the future of education'](#)
- [Engage Education, 'Why choose the CCS Supply Teachers Deal?'](#)
- [Crown Commercial Website, 'Supply Teachers and Temporary Staff in Educational Establishments'](#)
- [Crown Commercial Service Website, 'Supply Teachers and Temporary Staff in Educational Establishments'](#)
- [CCS 'Here to help' website, 'Temporary Staff for Education'](#)
- [CCS 'Here to help' website, '6 top tips to help you get the most from the supply teachers deal'](#)
- [DfE Press Release, 'New site to help schools save thousands on recruitment costs'](#)

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## Book a consultation

[www.engage-education.com/ccs-framework](http://www.engage-education.com/ccs-framework)



[CCS@engage-education.com](mailto:CCS@engage-education.com)



0333 800 7800

