

Welcome To



*This pack contains **IMPORTANT** and **HELPFUL** information about working for us as a temporary employee.*

Please read this information carefully before you start working for us



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STUDENTS CODE OF CONDUCT

Introduction

Welcome to Students Unlimited and thank you for joining our team. By adhering to the following regulations, we hope to maintain a mutually beneficial relationship. It is important to remind you that we are an agency specialising in temporary work, therefore we cannot guarantee or promise you work. However, we will always endeavour to find work for those who are productive and have a good attitude towards their job.

Uniform Requirements

To uphold our professional image at Students Unlimited we expect all of our students to have a uniform that is impeccable at all times. This means uniforms should be clean & ironed before each assignment.

Our clients may vary on uniform requirements. Some jobs may be extremely casual. More often, the general uniform requirements consist of:

Males

- White long-sleeved collar shirt
- White short-sleeved collar shirt
- Black blazer
- Black waistcoat
- Black smart pants (No underwear should be seen. PANTS are to be worn properly and professionally)
- Black tie
- Black belt
- Black socks
- Smart black shoes

Females

- White long-sleeved collar shirt
- White short-sleeved collar shirt
- Black skirt
- Black smart pants
- Black tights with NO holes
- Clean black pumps (closed in – no high heels)
- White pants

Presentation & Hygiene

It is critical that all students are looking their very best before starting each shift. This means looking clean and smart at all times. We insist that all students abide by the following presentation guide lines.

- Make-up should be worn but kept to a minimum and NO nail varnish should be worn.
- All long hair must be clean and neat
- Gentlemen must be clean shaven
- Visible body piercing must be removed prior to arrival at work, this includes earrings.

Timekeeping

To be a successful member of Students Unlimited you MUST be an excellent timekeeper. We provide work first to those who are reliable. Therefore, it is important that you are ready for work on time, every time! REMEMBER, you are only paid for the time you start the job and not from the time that you arrive. If you are not able to arrive at least half an hour before the job commences then don't take it. Please ensure that you are punctual for every job that we give you and remember the following important points:

- Arrive at work, ready to work, with at least 30 minutes to spare. Often, employers will be required to brief you on the first day of the job so you will be required to arrive earlier on that day if told. You will be paid for the brief.
- Ensure that you have accurate planned directions, which guides you to your employment destination. Remember, if you get lost, give us a call so we can communicate this with the client.
- If you have said yes to a job, 48 hours notice is needed for cancellation. If you don't pitch on the day you will be blacklisted with all the recruitment companies & never receive work from Students Unlimited again. In the case of extreme emergencies, a doctor's note **with full contact details** will be required and you will be required to arrange a suitable and reliable replacement for the job.
- We expect you to communicate with us at all times and on all levels. If the office is closed you can leave a message on the answering machine or contact us on our cell phones.

Please do not send a friend or family member to do your job, it is not acceptable. If your friend replaces you without consent you will **not be paid!**

Problems at Work

On the occasion that you encounter problems at work - whether with management, fellow staff members, customer's or otherwise – communicate this problem with us immediately and directly. Once you have informed us of the problem, we will attempt to resolve it as soon as possible. Most importantly, you should **NEVER** walk out of a job before you finish, because if you do you will **NOT GET PAID**.

Drinking & Eating at Work

Students are strictly prohibited from drinking alcohol before or during a shift. Students caught drinking alcohol on a shift will be blacklisted and have their contract immediately terminated and furthermore will not be paid for any work undertaken for that whole event. If alcohol or any asset has been stolen from a client, the police will be called and the matter will be dealt with as theft.

If the client has requested that you DO NOT eat or drink whilst working, you must obey the client's wishes. Specific times will be given to you for lunch and tea breaks directly from the client. Please make sure you pack a lunchbox prior to your job. Some clients do provide lunch but not always, they are not obliged to.

Timesheets

In order to be paid it is imperative that you sign your timesheets on a daily basis. The timesheet will be sent through to the client for you to sign, it is up to you to make sure you have completed the sheet. Timesheets must be signed by the manager or supervisor once the job has been completed. Do not rely on friends to sign in and out for you as you will not get paid. Signing in and out is **YOUR RESPONSIBILITY**.

Payment Details

Please make sure that we have your correct banking details for payment. All students are paid 7 – 10 working days after the job has been completed. If you have supplied us with the incorrect banking details, your money will be paid into the incorrect account. Please make sure your details are clear and correct as we are not liable for monies lost.

Important Points to Remember!

There are a few things that **YOU WILL NOT DO** during any job we give you. If you do perform any of the following acts, your employment contract with Students Unlimited could be terminated.

- DO NOT smoke during your shift. Smoking should be restricted to designated breaks by the client in designated areas.
- DO NOT eat during your shift. Eating should be restricted to designated breaks by the client in designated areas.
- NO VISITORS are allowed during working hours only while on instructed breaks.
- DO NOT drink alcoholic beverages before or during your shift. This rule also applies to breaks during your shift.
- DO NOT use your cell phone while working. Earphones, BBM, Whatsapp, Internet and Facebook are **highly prohibited**.
- DO NOT use your cell phone as a mobile radio, no earphones allowed. Even when stored away cell phones should be on silent or switched off.
- DO NOT let your student colleagues distract you during your working hours, this will give you a bad name with the client and with Students Unlimited.

Working for Students Unlimited

Please remember that when you go to work you are representing and working for Students Unlimited. We rely on you to keep a professional image at all times. In doing this we are able to offer both yourself and other candidates more work.

If while working for a client you are approached to work for them direct, please tell us immediately as this is not allowed, it is an illegal action and the client can be taken to court. The student will be blacklisted. No students are allowed to hand over cell phone numbers to the clients. The client will communicate through us and we will further relay the information onto you.

Summary

1. Always wear a smile when you go to work.
2. Always wear the correct uniform, if you not sure what that is – **ASK**.
3. Always make sure you allow yourself sufficient time to get to your assignment.
4. If your assignment starts at 7:00am then that means you are ready to start working at 7:00am. **Always arrive half an hour before your job starts.**
5. If you have any problems at work, don't try to resolve them yourself, finish your shift then contact one of us immediately and we will do our best to resolve it for you. **Do not walk out as you will not be paid if you do.**
6. If your timesheet is not completed and signed off by the client you will not be paid on time.
7. If you have said yes to a job, **48 hours notice** is needed for cancellation. In the case of extreme emergencies, a doctor's note with full contact details will be required and you will be required to arrange a suitable and reliable replacement for the job.
8. No alcohol and illegal substances are permitted before or during your job.

Employers are looking for staff with certain qualities. In order to find and keep getting work you must prove to us and your managers that you have these qualities.

Most important is your attitude. You must be prepared to work hard, listen and think about the job that you are doing. You must present yourself extremely well and have excellent presentation in dress code and appearance.

If you prove to be a responsible hardworking student you will be contacted more frequently for jobs which benefits you in the long run as you will be earning more money.

I, _____ (full name), have read and agreed to Students Unlimited code of conduct.

Signature: _____

Date: _____