

Welcome to Centric Recruitment

Below are a series of Frequently Asked Questions (FAQ's) and answers. If you do not find the answer you are seeking, please contact your local branch.

General Questions

What Identification do I need to register with Centric Recruitment?

In order to register we need to evidence your eligibility to work in the UK. We can only accept a Passport, European ID Card or Birth Certificate. Please note that if you have a Birth Certificate it must be the long version with one or both parents name on it and must be accompanied with a formal document containing your National Insurance (NI) number. Ideally you would present your NI card, but failing that it must be either a P45, P60, Inland Revenue letter or Job Centre letter. We can only accept ORIGINAL DOCUMENTS and cannot under any circumstances accept photocopies or scanned copies by email.

Do I need to pay to register with Centric?

No. Centric will not, under any circumstances, charge you for registration.

What if I have an accident during an assignment?

If you are injured in an accident, please report it to the appropriate person at the hirer and make sure that the injury is logged in their accident book. You should also notify your consultant at Centric. You must also notify your consultant if you are off work for more than three days due to an injury.

What if I am required to use my car for work?

If you are requested to use your own car to travel for business purposes (other than to and from home), you will need to contact your insurance company to ensure they cover you for business use. Please speak to your consultant at Centric regarding mileage.

Do I need manual handling training?

This will depend on your role. If you are in doubt please speak to the hirer that you are on assignment with. Please discuss this with your consultant at Centric if you have any queries.

Is there any guidance on working for periods of time on a computer?

Hirers have a duty to ensure that workstations are suitably designed. You should not work for long periods in front of a Visual Display Unit (VDU)/screen without regular breaks. Please speak to your line manager at the hirer in the first instance but please contact your consultant at Centric should you require further clarification.

What if I am sick and unable to attend my assignment?

You must contact your consultant at Centric no later than one hour before the start of your shift. You must do this each day that you are sick.

If I have a problem during my assignment how do I complain?

Contact the consultant at Centric that you are working for and give them all the facts of the issue. They may be required to speak to the hirer and would come back to you in a timely manner.

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How do I complain if I have a problem with the service provided by Centric Recruitment?

If you have a problem with the service that you receive from Centric please raise the issue by calling the Senior Consultant/Branch Manager at the relevant branch. They will investigate and notify you of the outcome. If you believe the outcome isn't satisfactory then the final stage would be to detail the complaint in writing to the Operations Director (Head Office). The case will be reviewed and investigated further before submitting the finds/outcome in writing within 28 working days of the complaint being received.

Holidays

Who qualifies for holiday pay?

All PAYE temporary agency workers are entitled to qualify for holiday pay through Centric.

How do I accrue holiday pay?

Holiday pay is only accrued on the hours that you work. This does not cover overtime and shift premiums.

How many days am I entitled to?

You are initially entitled to a maximum of 28 days which includes bank holidays (5.6 weeks). This may increase depending on Agency Worker Regulations (AWR) post 12 weeks. For clarification contact your consultant.

When does the holiday year start and end?

The holiday year starts on the 1st April and ends on the 31st March of each year.

Can I carry holidays into the next year?

No. All leave must be taken during the holiday year and any unpaid leave will be forfeited.

How do I request holidays?

Contact your local branch to establish how many holidays you have. If your holidays have been authorised you may request the consultant to process them.

Who authorises my holidays?

The hirer will need to authorise your period of leave. Therefore, seek the approval of your line manager before requesting holidays from your consultant/branch.

Can I take ½ days?

Yes, please advise your consultant/branch.

What notice do I need to give?

You must give at least twice the number of days required as a notice period. For example, if you are requesting 5 days holidays you must give at least 10 working days.

Can my request be turned down?

Yes. In line with legislation Centric may, at our discretion, refuse and/or reject a request for holiday(s).

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Can I work whilst being paid holidays?

No. You are unable to work on assignments for Centric whilst being paid holidays. This is due to Working Time Regulations (WTR).

Can I be paid the holidays but not take the leave?

No. You can only be paid for the leave that you take. It is important to take suitable rest periods. There are no cash alternatives.

How many days can I take at any one time?

You can only take a maximum of five days in a payment week.

What happens to my holidays when I leave?

On termination of your assignment any outstanding holidays will be paid upon request.

Timesheets, Payment and Deductions

Is it my responsibility to submit my timesheet?

Yes. You must ensure that your timesheet is signed by your line manager and submitted to Centric by 10am on a Monday.

When do I get paid?

Payment is a week in arrears and made on Fridays. Although we endeavour for you to receive your payment by 9am, it may not clear until close of play on a Friday.

How will I receive my payslip?

All payslips are uploaded and are available to view via your online payslip portal. For more information on this, please contact your consultant.

Will I automatically get a P60?

A P60 will automatically be emailed to the email address we hold if you have worked in the last week of the year. Your P60 should also be available via your online payslip portal. This is in line with Inland Revenue guidelines. If you do not receive a P60, but require confirmation of payment history, contact our payroll department on **01495 364041**.

Can I access my previous payslips?

Yes. A link to payroll portals can be found on our website (Candidate tab).

Who should I contact regarding sick, maternity, paternity, parental & family and adoption leave?

Contact the payroll department on **01495 364041**

How do I get my P45?

We would not automatically P45 you at the end of an assignment. Please request your P45 by calling your consultant/branch.