



Frequently Asked Questions – Candidate

These Frequently Asked Questions are designed to provide clear, practical information about working with *ExamSure*. They address common questions raised by staff regarding *assignments*, *pay*, *expectations*, and *professional standards*. The FAQs should be read alongside your *Employment Contract*, *Candidate Terms & Conditions*, and *Candidate Information Pack*.

■ What type of employment does *ExamSure* offer?

All *ExamSure* staff are employed on a PAYE, zero-hours basis.

There is no obligation on *ExamSure* to offer work, and no obligation on you to accept work offered.

■ How is work offered?

Assignments are offered based on:

- *availability*
- *location*
- *suitability for the role*

You are free to accept or decline assignments. Once accepted, attendance is expected.

■ How am I paid?

Pay is based on half-day or full-day assignments, not individual exam sessions or minute-by-minute hours.

Rates are confirmed before acceptance of each assignment.

■ Does the hourly rate include holiday pay?

Yes. Published rates include statutory holiday pay, which is clearly shown and paid in accordance with payroll arrangements.

■ When will I be paid?

Payment is made fortnightly in arrears, subject to submission of a completed and approved timesheet by the stated deadline.

■ What happens if I cancel an assignment?

Once an assignment is accepted, attendance is expected. Late cancellation or non-attendance without reasonable notice may affect future assignment offers.

■ Do you pay travel expenses?

No. Travel to assignments is normally the responsibility of the staff member.

Any travel contribution is discretionary and must be agreed in advance with *ExamSure*.

■ What uniform do I need to wear?

You are required to wear recognisable *ExamSure* examwear[†] and *ExamSure*-issued photo ID during assignments^{††}.

Uniform items are supplied at a discounted rate or may be deducted from pay *by* prior agreement.

■ Do I need a DBS check?

Yes. All roles require a current Enhanced DBS certificate.

The cost is paid upfront by the you and refunded by *ExamSure* following satisfactory completion of probation.

■ Can I work directly for schools I meet through *ExamSure*?

ExamSure introduces staff to centres for exam and assessment assignments.

While working on *ExamSure* assignments, staff should not actively solicit work directly from centres.

If a centre expresses an interest in engaging you directly following an *ExamSure* assignment, this should be discussed with *ExamSure* in advance so that all parties are clear on next steps.

Further details are set out in your Employment Contract.

■ What if I'm asked to do something outside my role?

ExamSure roles are exam-only.

If you are asked to undertake duties outside your role, you should politely decline and inform *ExamSure*.

■ Who do I report concerns to?

On site, report to the Exams Officer or Lead Invigilator.

Safeguarding or integrity concerns must also be escalated to *ExamSure* as soon as possible.

[†] *ExamSure* examwear is available via EduLoom, specialists in exam and educational apparel.

^{††} Unless provided by the institution in line with their own policies.