



Part of Autotech Group



CONTRACTOR HANDBOOK

Essential information
about contracting with
Autotech Recruit.



CONTENTS

INTRODUCTION	03
WHAT WE DO	03
TEMPORARY	03
PERMANENT	03
HOW IT WORKS	04
DESIGNATED CONSULTANT	04
CONTRACTOR PORTAL	04
CONTRACT AGREEMENT	05
CONTRACT CONFIRMATION EXAMPLE	05
CLIENT INFORMATION	06
NOTIFYING US IN CASE OF ANY ISSUES	06
CONTRACTOR CODE OF CONDUCT	07
APPEARANCE	07
ATTITUDE	07
HONESTY & TRANSPARENCY	07
ETHICAL BEHAVIOUR	07
SITE PRESENTATION	08
WORKING PRACTICES	08
TIMESHEETS	09
EXAMPLE OF A CORRECTLY FILLED TIMESHEET	09
PAYROLL	10
LIMITED COMPANY	10
SOLE TRADER	10
UMBRELLA COMPANY	10
DAMAGE & BENEFITS FUND	11
DISCOUNTS ON TRAINING COURSES	11
CONTRACTOR CARE	12
COMPLAINTS PROCEDURE	12
ACCIDENTS	12
REFERRAL SCHEME	13
KEEPING IN TOUCH	13
CONTRACTOR NEWS	13
AMBASSADOR PROGRAMME	13
SOCIAL MEDIA	13



INTRODUCTION

Welcome and thank you for registering with Autotech Recruit. We are pleased you have decided to join the leading automotive recruitment agency in the UK.

If this is your first time working with us, we are confident that you will find our service exceptional and our staff both friendly and professional. If you have worked with us before, we are delighted to welcome you back.

Our Contractor Handbook includes valuable information and should be kept as a handy reference. We hope you find all the information you need in this booklet and enjoy your time working with us.

Should you have any questions, please do not hesitate to contact us at any time. We never forget that our success and continued growth are due to the hard work and commitment of contractors like you.

WHAT WE DO

Autotech Recruit is an automotive recruitment agency specialising in contract and permanent work for vehicle technicians and MOT testers.

TEMPORARY

We provide qualified temporary technical staff to main dealer groups, national retail groups, independent garages, and government organisations.

We can assist you with temporary work for whatever suits your needs: for days, weeks or months at a time. Whether you are an established contractor, in full-time permanent employment but available on ad hoc weekends only or during holidays, or unemployed, we can help you utilise your skills to maximise your earnings.

PERMANENT

Besides contract work, we also offer permanent employment options. Our experienced recruiters have the industry knowledge to match you with the right role that fits your skills and requirements quickly and efficiently. If you're interested in a permanent position, let us know, and we will find a suitable role for you promptly.





HOW IT WORKS

At Autotech Recruit we work in a fast-paced, flexible environment. We continue our success with the help of highly skilled people like you, fulfilling the short-term requirements for our clients. We can receive contracts some weeks in advance but also requirements for the same day and our aim is to provide cover each time.

Now you are fully registered, we can contact you regarding contracts that will suit your particular circumstances.

We try to keep you as close to home as possible, but in a situation when contract work is not available near where you live, we will offer you assignments a bit further away, providing you are willing to travel. The further you go, the higher the pay rate will be and the greater amount of work will be available to you.

DESIGNATED CONSULTANT

You will be contacted by your consultant who looks after the area you live in. They will be your contact for as long as you work with Autotech Recruit. All of our consultants are highly experienced both within the recruitment sector and the motor trade.

You can expect your consultant to call you within 48 hours of completing your registration. During this informal chat, your area consultant will introduce themselves and get to know you and your background a little better. They will also ask for your availability for the next few weeks and log it in our system. Additionally, they will gauge the distance you are prepared to travel for work and the type of work you are happy to undertake.

Should you have any issues or questions regarding your work placements, your consultant will be the one who you contact in any situation (for example, if you are sick when due to be working or for any problems whilst in work). We understand that sometimes unforeseen circumstances occur. All we ask is for you to let your consultant know by 7:30 am, so that we can make alternative arrangements with other contractors and not let our clients down.

Your consultant will call you regularly to get your updated availability, so save their number to your phone!

CONTRACTOR PORTAL

To streamline your work experience with Autotech Recruit, we have created a secure and easy to use web-based Contractor Portal.

Upon registration with us, you will be assigned your portal login details.

The Contractor Portal gives you access to several functionalities, including checking-in at your placements, uploading and managing all your compliance documents, and finding out other useful information such as your work placement history, all from your laptop, tablet, or phone.

CONTRACT AGREEMENT

Pay rates are agreed upfront with your consultant when you accept each contract. Once you accept it, we'll send a confirmation to your email, which includes the name of the client and general information. If there's anything unexpected, contact us, and we'll explain or send an updated version.

By accepting each contract, you agree to follow the terms of an Autotech Recruit placement. Failure to do so may delay your payment. Both Autotech Recruit and the client expect you to fulfill the contract completely.

When you accept a contract, we confirm with our client that the position is covered. The client will then schedule work knowing they have the resources allocated. All we ask is for you to be honest with us and yourself; if you cannot fulfill the contract, if it is logistically too far, or if the work duties are not suitable for you, we would prefer you to say 'no' and decline the contract rather than accept it and later change your mind, which would result in letting down our client. When a contractor does not show up or is late for a day's work, it not only affects our client's business but also directly impacts the service we offer and potential future contracts, which in turn directly affects our contractors (yourself included). It also takes work away from other contractors who would have been able to complete the contract.

Each working day, unless otherwise stated, consists of a guaranteed 8 hours starting at the time specified in your contract confirmation.

When you accept a contract, we expect you to show up on time, dressed appropriately, and equipped with the necessary tools, such as relevant tools, MOT user ID/PIN number, protective clothing, and spare timesheets.

At the start of any new contract, or at the beginning of every new week, you must contact your consultant by the start time to confirm you're at work. This can be done via phone call, text message, or our Contractor Portal. Not contacting us may be interpreted as lateness, which could affect your pay.

We strive to ensure clients do not change contract requirements, but sometimes alterations happen. Usually, Autotech Recruit will notify you of these changes. If a client advises you directly of any changes (e.g., by a branch or assistant manager), please inform us immediately and stay on-site until we confirm the change. Rest assured, you will still be paid for your time on-site in such cases.

CONTRACT CONFIRMATION EXAMPLE:

Dear xx,

Please find full contract details below:

Role:
MOT Tester

Pay Rate:
£xx per hour
(min 8 hours per day)

Dates and Times:
17/07/2024 Wednesday
08:00-17:00 Day

18/07/2024 Thursday
08:00-17:00 Day

Company Work Address:
Name and address of Client

Contact Name:
Client contact,
e.g. Branch Manager

Contact Tel.:
Client contact telephone

DVSA User ID:
Your MOT service ID



CLIENT INFORMATION

When offered work by your consultant, you will be informed about the client and any relevant information you may need before the job starts. For certain clients, you are required to wear a branded shirt, which we will send to you. Additionally, there may be a handbook for individual clients, and you will receive a copy to read through beforehand.

The contract confirmation email will include the client's name and branch details. Most of our clients' operating hours are between 8 am and 6 pm, and we guarantee a minimum of 8 hours of work per day. Please familiarise yourself with the location of the contract before your first day to ensure you arrive on time.

When you begin work, remember that these are our clients and you are representing Autotech Recruit. We expect our contractors to undertake any assigned tasks within the expected parameters.

If you feel you are being asked to complete work outside your remit or encounter any problems, please call your consultant at the earliest opportunity. We will investigate the issue and get back to you. Our clients are important to us, but equally so are our contractors, and we always aim to look after you in the best way possible.

NOTIFYING US IN CASE OF ANY ISSUES

You must contact Autotech Recruit should you be unable to meet the agreed assignment for whatever reason. Please see specific details below:

- **Non-attendance on site**

YOU MUST contact your Autotech Recruit consultant or call the office landline by 7:30 am on the day you are unable to attend site. If you're unable to speak to a consultant, you need to leave a message.

- **Running late**

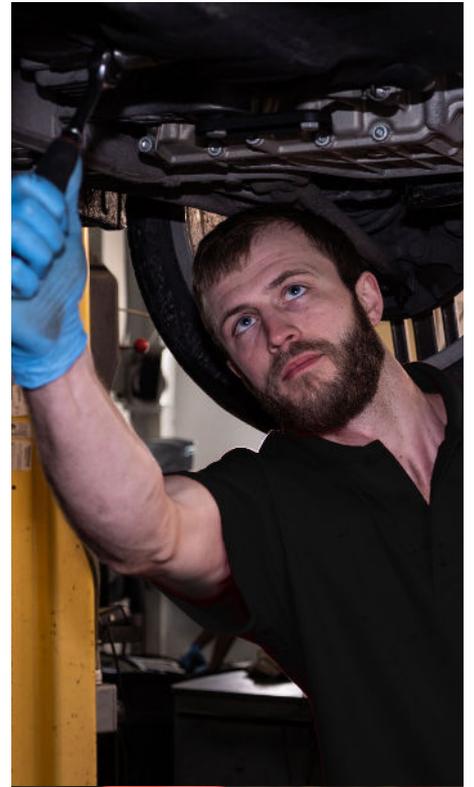
YOU MUST contact your Autotech Recruit consultant if you are not going to make it to the site by the specified start time.

- **No requirement from client/asked to leave**

If, when turning up to site, you are told by the client that you are not needed or asked to leave, YOU MUST contact your Autotech Recruit consultant before leaving the premises.

- **Leaving early**

If the client agrees to let you leave site early you need to make them aware that you have been contracted for a minimum of 8 hours and therefore are prepared to stay at site for that time. If the client is still happy for you to leave early then they should be prepared to sign off 8 hours for that day on your timesheet.



CONTRACTOR CODE OF CONDUCT

Autotech Recruit is committed to providing excellent service. To ensure that we achieve this, we require that all our contractors adhere to the standards set out in our Contractor Charter.

APPEARANCE

- Wear appropriate plain, unbranded work clothing at all times. For certain clients, a branded shirt and lanyard will be supplied by Autotech Recruit and, if required by the client, must be worn at all times.
- You must be dressed in a way that will keep you safe, looking clean and presentable.
- Clothing must be clean, in good condition and fit appropriately.
- Clean protective footwear must be worn at all times whilst working for clients.
- For safety reasons, all jewellery such as watches, rings, chains, etc. should be removed.
- Maintain good general personal hygiene and cleanliness.

ATTITUDE

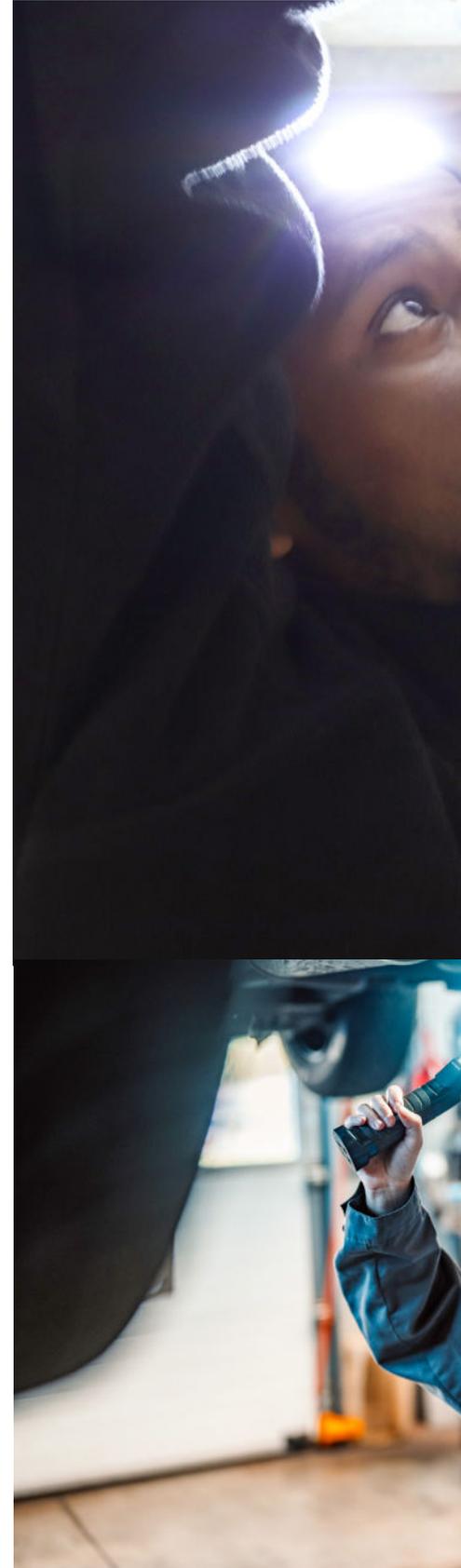
- Bring pride, energy and enthusiasm to everything you do. You are representing our clients and their brand, Autotech Recruit and, more importantly, yourself.
- You should be respectful at all times towards colleagues, clients and their customers.
- Be friendly, interested and customer-aware at all times.
- Take pride in getting the job done right the first time and on time, whilst keeping yourself, colleagues and the public safe.
- All client's customers must be treated equally and with the highest level of customer service.

HONESTY & TRANSPARENCY

- Act honestly in all dealings with Autotech Recruit, clients, customers and fellow contractors.
- Ensure you don't make any false or inaccurate statements about anything relating to Autotech Recruit or our client's business.
- Contractors will be informed of pay rates by Autotech Recruit consultants before completion of any contract agreement.

ETHICAL BEHAVIOUR

- Establish, maintain and develop business relationships based on confidence, trust and respect.
- Comply with all relevant legislation, statutory and non-statutory requirements and official guidance, including site rules and procedures.





SITE PRESENTATION

- The workshop may be visible to customers. It should be safe, clean and cared for at all times.
- The reception area is for customers. It must be kept clean, presentable and comfortable at all times.
- The rest room is for your use whilst on site. You should be as proud of it as the workshop - keep it clean and tidy.
- Customer toilets must be clean at all times. Please clean up after yourself and leave them how you would expect to find them yourself.
- Site health and safety policies must be adhered to at all times.
- Workshop floors must be kept free of hazards and old parts, which must be disposed of after each job in the correct manner.
- All equipment should be cleaned down at the end of each job and any faulty equipment reported to the manager or supervisor.
- Any broken or faulty equipment must be reported to the client and your Autotech Recruit consultant as soon as you become aware.
- All breaks, eating and drinking should take place in the rest room. Eating in front of customers is not permitted.

WORKING PRACTICES

- You must check in through the Contractor Portal upon arrival to the client site on the start day of your contract placement. Unless you have already checked in, you will receive an automatic email reminder to check in 30 minutes before the placement is due to start.

If you are unable to use the Contractor Portal to check in, you must contact your consultant via call or text message before 8:30 am.

- When arriving at a contract, you must let the centre/dealer manager know you have arrived and wait for further instructions.
- Be safe, be respectful and follow clients' procedures for your protection and the protection of others.
- Treat the customer's car with respect and drive in accordance with the Highway Code, at all times. Fit seat covers, drive the car carefully on and off site, do not speed when road testing and be guided on and off ramps where necessary.
- You must only work on projects you have been trained, qualified or assessed as competent to do so.
- Only QC work you have been trained or assessed on and then follow the site's QC procedure in full.
- If assigned a clock number by Autotech Recruit, please use it, as this will be relevant to the client you will be working for.
- You should be present at work and ready to welcome customers by the times given by your consultant.
- Alcohol and drugs are not permitted on the site of any of our clients, under any circumstances.
- Smoking and vaping must only be conducted in a designated area which will be established by the client when the contract starts.
- Personal calls must not be taken during working hours. If an Autotech Recruit consultant needs to contact you and you cannot answer your phone, we may call the site and ask to speak to you.

TIMESHEETS

At the end of every contract, whether it be for one day or a full week, you will need to fill in a timesheet. If you are booked at the same location for more than one week, please send us a timesheet at the end of each week.

Your consultant will send you a copy of a blank timesheet for your records. We recommend printing a few copies to keep on hand.

When submitting your timesheet, ensure it clearly shows your name, the company and branch name, the week ending date (Sunday's date), and the number of hours worked. For MOT testers, also record the number of MOT tests completed.

Please note, our clients are required to provide at least 8 hours of work per day, so any day with less than 8 hours recorded will be questioned by your consultant.

Timesheets must be filled out clearly and accurately to be accepted. After completing your timesheet, present it to your manager for sign-off and ensure they thoroughly check it before signing.

Then, email the signed timesheet to Autotech Recruit at timesheets@autotechrecruit.co.uk. Make sure the copy is properly oriented, clean, complete, and legible.

If we don't receive your timesheet by 9:00 am on Monday, a late fee will apply, and your payment may be delayed. So, as soon as it's signed, send it over to us without delay!

If your timesheet is correct and accurate, you'll be paid the following Friday. If there's an issue with your timesheet, we will contact you on Monday to discuss it.

EXAMPLE OF A CORRECTLY FILLED TIMESHEET:



Autotech Recruit
Libra Building
Linford Wood Business Park
Sunrise Parkway
Milton Keynes
MK14 6PH

Part of Autotech Group

TIMESHEET

Tel: 01234 240503
Email: hello@autotechrecruit.co.uk
Web: autotechrecruit.co.uk

PLEASE EMAIL TIMESHEET TO: TIMESHEETS@AUTOTECHRECRUIT.CO.UK
PLEASE DO NOT SEND TO YOUR CONSULTANT DIRECTLY OR THIS TIMESHEET WILL NOT BE ACCEPTED

CONTRACTOR'S NAME:

TODAY'S DATE:
WEEK ENDING DATE (SUNDAY'S DATE):

NOTE TO CONTRACTOR: The days/hours below reflect accurately the work performed and will be used for invoicing and as such must be signed for by Client and Contractor below.

HOURS
Enter hours worked per day to nearest half hour. You must enter the total number of hours at end.

MON	TUE	WED	THU	FRI	SAT	SUN	TOTAL
<input type="text" value="8.0"/>	<input type="text" value="8.0"/>	<input type="text" value="8.0"/>	<input type="text" value="8.0"/>	<input type="text" value="8.5"/>	<input type="text" value="8.5"/>	<input type="text" value="0.0"/>	<input type="text" value="49.0"/>
<small>E.g. 8.0 8.0 8.0 8.0 8.0 8.0 0.0</small>							<small>48.0</small>

MOTS
Please enter the number of MOTs/retests completed on each day and enter the total at the end.

MON	TUE	WED	THU	FRI	SAT	SUN	TOTAL
<input type="text" value="4"/>	<input type="text" value="9"/>	<input type="text" value="10"/>	<input type="text" value="4"/>	<input type="text" value="5"/>	<input type="text" value="6"/>	<input type="text" value="0"/>	<input type="text" value="38"/>
<small>E.g. 4 9 7 4 10 9 0</small>							<small>43</small>

CONTRACTOR TO COMPLETE

I certify that the above hours are a correct record of the hours worked by me under my Terms of Engagement with Autotech Recruit.

Auto Garage
COMPANY NAME

033
BRANCH NO./NAME

J.Smith
CONTRACTOR'S SIGNATURE

CLIENT TO COMPLETE

I certify that the hours shown above have been completed to my satisfaction and accept that this will form an invoice, which will be paid upon receipt in accordance with Autotech Recruit Terms of Business.

JANE JONES
CLIENT'S NAME (PRINT)

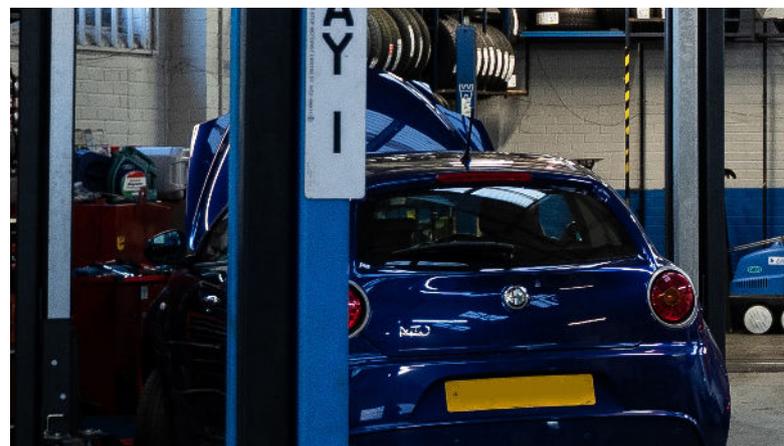
Jane Jones
CLIENT'S SIGNATURE

FORTY NINE
NUMBER OF HOURS IN WORDS (E.G. FORTY EIGHT)

All timesheets **MUST** be received no later than **MONDAY, 9 AM** following the end of the week worked, in order for payment to be processed that Friday. Timesheets submitted after this deadline will not normally be paid, but can be processed where the Contractor agrees to a Late Processing Admin Fee. Details of this fee can be found on the Assignment Schedule.

All **EXPENSE FORMS MUST** be submitted directly to your payment company, if applicable, according to their deadlines for receiving such information. Autotech Recruit will not be responsible for passing any expense forms or invoices to payment companies.

ATR/TS-SAMPLE072024



PAYROLL

When you registered with Autotech Recruit, you were asked to choose your preferred payment method from the following options:

LIMITED COMPANYY

- Autotech Recruit welcomes contractors trading as a limited company. We require copies of your company documents and an annual self-bill agreement. A daily £1.75 fee for the Damage & Benefits Fund applies, but otherwise, you will receive the full amount earned directly into your business bank account.
- Limited company contractors are required to provide us with evidence of public liability insurance.
- You may be able to claim expenses against your limited company costs. Consult an accountant to confirm eligible business expenses.

SOLE TRADER

- If you choose to work as a sole trader, we will require you to register with a trusted compliance service provider. We will provide you with contact details for the providers you can choose from. Your chosen provider will act as an intermediary between you and Autotech Recruit. While they will charge you a weekly fee, you will otherwise receive the full amount you have earned directly into your personal bank account.
- Sole traders must provide us with proof of public liability insurance.
- You may also be able to claim certain expenses against your business costs. Consult an accountant to confirm eligible business expenses.

UMBRELLA COMPANYY

- You can choose to be paid through an umbrella company. We will provide you with contact details for the providers you can select from. Simply submit your timesheet to us, and the umbrella company will handle the rest, including your insurance. You will receive weekly payments from the umbrella company, which will charge a weekly fee that includes our Damage & Benefits Fund.
- Umbrella companies generally no longer allow claiming expenses.

Please note that as a limited company or sole trader, you can expect to take home a greater portion of your pay on a contract compared to using an umbrella company. If you are solely a vehicle technician without an MOT tester license and plan to work full-time hours, you may find it more beneficial to operate as a limited company or sole trader.

Providing we have received your timesheet by 9:00 am on Monday, you will be paid (plus VAT, if applicable) directly to the relevant bank account on Friday that week. The £1.75 daily Damage Fund cost will be deducted before payment.

If you believe there are any problems with your pay, contact Autotech Recruit as soon as possible.



DAMAGE & BENEFITS FUND

Autotech Recruit contractors contribute towards Damage & Benefits Fund to cover the cost of any damage caused to a vehicle or client equipment.

As our contractor, you'll contribute £1.75 per working day to a Damage & Benefits Fund. This fund covers the cost of any damage to vehicles or client equipment and provides additional benefits like free training.

If the pot has to be accessed because you damaged a vehicle or client equipment, you'll pay a 10% handling fee of the total damage cost for the first incident. This fee may increase for any additional incidents.

The extra benefits, subject to qualifying terms and conditions, include free MOT annual training and IMI TechSafe™ electric/hybrid vehicle CPD from Autotech Training.

For full details about **Damage & Benefits Fund**, please refer to the Contractor Charter.

DISCOUNTS ON TRAINING COURSES

We believe in professional development of our contractors. We work in partnership with Autotech Training to offer our contract vehicle technicians and MOT testers free or discounted IMI-accredited training courses, including Electric/Hybrid Vehicle, MOT Manager, MOT Tester, ADAS, Automotive Air-Conditioning, and many more.

For more information email the Autotech Training team at hello@autotechtraining.co.uk or visit autotechtraining.co.uk.

CONTRACTOR CARE

Our goal is to ensure you are happy and satisfied while contracting for Autotech Recruit. If you need to speak with someone other than your usual contact - whether to give praise, file a complaint, offer suggestions, or ask questions - please reach out at contractorcare@autotechrecruit.co.uk.





COMPLAINTS PROCEDURE

We take great pride in ensuring your satisfaction while contracting with Autotech Recruit and will do whatever it takes to keep you happy.

However, if you feel you need to make a complaint about a client, a member of staff at Autotech Recruit or any of our processes, please call us on 01234 240503, email: contractorcare@autotechrecruit.co.uk, or alternatively speak with your consultant.

We will investigate your complaint and endeavour to solve the issue at the earliest opportunity.

ACCIDENTS

Accidents happen! If one occurs while you're contracting for Autotech Recruit, you must report it to the client immediately and inform your Autotech Recruit consultant as soon as possible. Whether you're directly responsible or indirectly involved, take detailed notes and photos if necessary.

You may need to complete an Autotech Recruit Accident Form and send it to your consultant within 48 hours of the incident. The form, which includes space for details and images, is available for download on our website.



REFERRAL SCHEME

We believe our contractors know other skilled vehicle technicians, MOT testers, parts advisors, and service advisors, so we've created a referral scheme.

Do you have a friend or family member looking for work? If you think they have what it takes to become an Autotech Recruit contractor, recommend them to us and if the referral is successful, **you can earn £250 worth of vouchers of your choice.**

For full terms and conditions of our referral scheme, please visit: autotechrecruit.co.uk/refer-friend or speak to your consultant.

KEEPING IN TOUCH

Although our contract vehicle technicians and MOT testers are not employed by Autotech Recruit, we see our community of contractors as an integral part of our company and we keep them updated through newsletters and social media.

CONTRACTOR NEWS

By registering as an Autotech Recruit contractor, you will automatically be signed up to our Contractor News distribution list. This newsletter is sent out on a regular basis to an email address you have provided and contains useful information as well as relevant company news.

However, if you wish to opt out from receiving the newsletter, you can do it at any point by sending us an email to marketing@autotechrecruit.co.uk.

AMBASSADOR PROGRAMME

Each year, we select some of our top contract vehicle technicians and MOT testers to serve as Autotech Recruit Ambassadors.

Our Ambassadors provide guidance and promote contracting with Autotech Recruit as an excellent career choice for vehicle technicians and MOT testers. They represent our broader community of contractors and help us shape the future of contracting with Autotech Recruit.

If you would like to find out more about our Ambassador Programme, please visit: autotechrecruit.co.uk/autotech-recruit-ambassadors.

SOCIAL MEDIA

We encourage our contractors to follow us on social media platforms, including Facebook, Instagram, Twitter and LinkedIn.

We also run a Facebook group called **'Vehicle Mechanic & MOT Tester Hub'**, where MOT testers and vehicle technicians can share tips, news, and have conversations. Feel free to join the group to ask for advice, share helpful information, or post anything from your recommendations to useful links.



@autotechrecruitment



@autotech_recruit



@autotechrecruit



Autotech Recruit



Part of Autotech Group





Autotech Group

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RECRUIT

TRAINING

ACADEMY

CONNECT