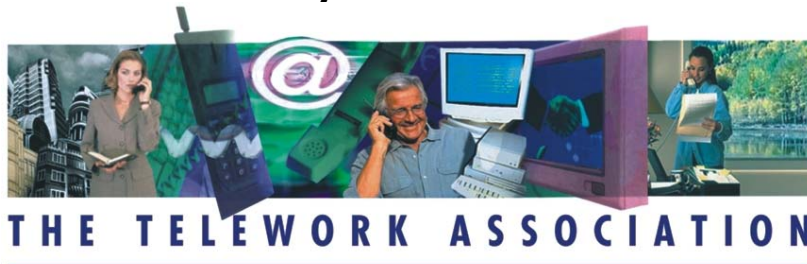


EQUAL Telework

Setting yourself up to do telesales
and surveying from home

Course created by The Telework Association



In partnership with



EUROPEAN UNION
European Social Fund

EQUAL TELEWORK

This course is divided into a series of modules followed by exercises. Feel free to either read it all through, or focus on modules as they arise.

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Module 1 - Introduction to Telework

a. Why telework ?

Teleworking is simply a name given to working remotely from an employer often from home and usually using a telephone and a computer connected to the Internet.

Teleworking is a rapidly growing trend. It has doubled since 1997 so that over 2 million people (around 7.5 % of the working population) do some telework. Most people will work only a few days from home per week but others work from home more or less full time, and the remainder work from home occasionally or use home just as an office base.

If you are an employed teleworker then your employer must extend the same terms and conditions as your office based colleagues including pay and health and safety issues. There is a new code of practice agreed between employers and unions which provides the employer with guidance (ref note ¹)

Telework may suit people who want to work but can not easily fit into the conventional '9 to 5' day. This could be because you have a health issue or disability or have to look after someone - children, a spouse or a relative. But you may have a number of hours in the day which, when the caring commitment is worked around, can amount to a good proportion of a working day. Working from home may not necessarily be a permanent solution for you, but it can help establish some useful leads into work and provide some potentially useful 'CV' material.

Much of the work that can be done from home is self-employed and telephone based – such as interviewing/questioning, telemarketing and telesales, and appointment fixing.

The course focuses on work that can be done mainly on the telephone but touches on computer use and for those that want to there is a second stage which goes on to how use a computer to collect and deliver work. You may find this course useful if you are going to do other types of work.

b. Examples of the type of work

Here are some real examples of recent advertisements for home-based work:

Charity seeks home based TELEPHONE FUNDRAISERS to work 15 hours per week, mainly evenings. Experience desirable. Outgoing, bubbly personality essential. Full training given. Current recruitment target areas: People living in Hertfordshire, Bedfordshire, Buckinghamshire, Northamptonshire, Leicestershire, Cambridgeshire, Lincolnshire, Oxfordshire, Suffolk and Norfolk

*Small Professional Services organisation is seeking a home based telemarketeer to bring their services to the attention of senior directors and, where appropriate, to arrange meetings between one of their partners and potential clients. Clients will normally be MDs or senior directors in organisations employing more than 500, including both public and private sectors. Ability to interface with this quality of client is essential. Client base is southern UK. Location not important but southern UK preferable. Time requirement is probably 10-15 hours per week on a long term basis. Hours flexible. Between 8.00 a.m and 9.00 a.m. and between 5.00 p.m. and 6.00 p.m. can often be productive times!
Fees based on hourly rate plus telephone costs, with a success bonus on top.*

The Survey shop are looking for; telephone research interviewers, and data analysts (experienced excel users). If you are interested then please email or telephone stating which positions are of most interest and we will send further details.

The hourly rate of the above work is anything between £5 and £9 per hour. There is more about how to negotiate and what conditions you should reasonably expect to work under later in the course.

It is important to have confidence that there is legitimate and enjoyable work out there so that you don't feel obliged to accept things that might be scams.

We also should make you aware that part of the consideration process should be to make sure that you get a better off calculation done by your benefits adviser before accepting any work if you are receiving benefits.

c. Why this course ?

At the Telework Association we have been helping individuals and organisations to work remotely (mostly from home) since 1993. Virtually all the people that work for and within the Association also work in this way because of the benefits it brings. The people who have written this manual and who provide the course have all taken the decision to work from home either for family, caring, health or even lifestyle reasons. Some of us are employed, some self-employed.

The course is intended to prepare you better for home-based telephone work and it seemed logical to offer it in a way that we hope will make it easy for people with time constraints to take part.

It's not all necessarily in an apparently logical order as we have left negotiating a contract 'til later on when we think you will be a bit more confident with what you have to offer.

There are reference sections at the end for optional detail on specific points - these are referred to in the text with a superscript number (eg ²).

Module 2 - Preparing To Work

a. Creating your own work area

"Work will tend to grow into every space it is allowed to invade, so sort out a definite space and keep it tidy and contained."

Gwen H

What to think about:

(you may want to delay purchases until you definitely know that you have work)

- If you do have a separate space where you can shut yourself away from the rest of the family and any noise this is much better.
- Failing this try to identify an area where your work won't be disturbed so part of a bedroom may be preferable to a living room. It might help to have a desk with a roll down lid so that you can lock your work away without having to pack it away each time
- A swivel chair which you can adjust so that you can sit comfortably is a high priority. Rather than going for a really cheap one of poor quality which may not last, look for a better quality second hand one from a used office equipment reseller. You may be able to get a half size filing cabinet cheaply from the same place or get a cardboard filing box.
- The space you make available may be limited so try to make the most of it with some shelves or have a pin board above your working area where you can post important and appropriate lists and action these at a glance.
- Invest in the best telephone equipment you can afford, there is a wide range available. If you are working in more than one area of your house, invest in a cordless digital phone for easy access. Alternatively as a temporary solution you may want to get a roll out telephone extension wire. Some people find a headset helpful, which gives both hands free for dialling and making notes. (see reference section) ²
- Look carefully at the phone you buy, features such as a digital read out giving the last 50 numbers dialled in, the last 50 numbers dialled out, a memory bank, and caller display so that you can screen calls and answer only those you want/need to.
- If you are using the same line as your domestic line, do NOT answer calls from friends/family while you are working, this is only a distraction. Be absolutely vigilant in this routine. You may want to set up Call Sign which creates different call tones for calls from different numbers ref note ³
- Caller display and last caller dialled allows you to redial fast for maximum effectiveness.

b. Health and Safety issues

Watch out for :

- Insufficient power sockets leading to over-use of extension leads, trailing cables (which you might trip over) and adaptors. Cables should be safely stowed. Also Electrical equipment needs to be checked for safety (eg all cable grips in place, no burn marks on plugs or cracked sockets).
- Chair at angles to the desk so that you are sitting awkwardly.
- Shelves situated inconveniently so that when heavy files are frequently placed and replaced there is risk of stress on the spine and of overbalancing.
- Reading glasses not the correct prescription for close work.
- Psychologically, most teleworkers prefer to be situated so that they can see out of a window if possible, although it is important to avoid problems with glare and reflection on computer screens.
- Lighting – spotlights and desk lamps are generally less tiring than fluorescents in small spaces.
- If using a computer - screens should, ideally, be positioned at right angles to windows although if suitable blinds are available some people may prefer to position them parallel to a wall containing a window. Blinds to prevent sunlight making screens hard to read should be installed where needed.
- An ideal working temperature is around 18 degrees centigrade.
- Adequate ventilation is also important where equipment such as laser printers may give off ozone or other fumes.
- The use of IT equipment usually requires two additional power outlets, and one or two telecoms sockets.
- If you have a computer, you may find the Display Screen Equipment (DSE) regulations, which apply to company employees using computer equipment useful guidance ref note ⁴

c. The Legal Position

- *Planning permission* : The average teleworker is unlikely to require planning permission, particularly if they are not creating a nuisance to neighbours.

Typical advice provided by one employer is :

"Teleworking at or from home does not represent a significant change of use of a building likely to cause a nuisance or hazard to your neighbours. Unless you intend to make structural alterations to accommodate your working area, or extra noise, pollution, etc. is generated because you are working at/ from home, there is no requirement for planning permission."

Surrey County Council Telework Guide

- *Business Rates* : Following a recent court case it has been established that even people having a full time job with a dedicated office need not worry about having to pay business rates on the room ref note ⁵
- *Data Protection* : In general, if you are processing information on behalf of an employer, it is the employer's duty to register, not the employee's. You should ask prospective work provider who is asking you to handle lists what their solution to the Data Protection issue is.
- *Telephone Preference Service*: Under Government legislation introduced on 1 May 1999 it is unlawful to make unsolicited direct marketing calls to individuals who have indicated that they do not want to receive such calls. The term individual includes consumers at their residential address, sole traders and, except in Scotland, partnerships. It is free to register with the service. The Telephone Preference Service (TPS) is likely to be much more of an issue if making calls to individuals and you should ask any prospective work provider what they do about this.

d. Preparation

- It is important to realise that working from home is still work and that it is a two-way thing. You will probably have to commit to a minimum number of hours on a regular basis. If you can't realistically make this commitment then it's best not to go any further.
- If you are looking after children don't regard home-based working as a substitute for child-care. You should look to cover child-care as much as possible so that you aren't interrupted. However there will be occasions when children are asleep but you can still work.
- *Training the family !* If you have other members of the family they need to realise the importance of your work and that disturbing you may have an impact on what you are doing. Make sure that they are quiet if passing through and avoid distracting you.

Exercise 2 : Getting Started

- i. What impact there may be on family members, room use, and additional child care required
- ii. Prepare work area, set-up phone
- iii. Write down what you have set up and those things that you plan to do.

Notes

Module 3 - Managing Yourself

"Fluid and flexible but structured and successful"

a. Plan your day.

If you are a carer then you already instinctively plan and prioritise, so the idea is nothing new, just going into it in more detail.

Here are some time management tips :

- Try and work the same routine each day, where possible, to maximise the effectiveness of the time of day you are working.
- Set yourself a target to work to and create a time log or printed spreadsheet for keeping a record of your calls (if your employer doesn't provide these) so you can see at a glance how many calls you have made, how you are succeeding in your task, and this will encourage you.
- Be absolutely vigilant with your time management and treat your working hours as "real work" with absolutely no distractions.
- Work in blocks of time, where possible, and reward yourself for a successful and effective working period.
- When you get fatigued, take a break do something completely different preferably involving some exercise for a short while.

b. Be Reliable

"You have to realise that as a teleworker you are constantly up against a mental barrier. Even people who you've worked for or with for years and who had the utmost respect for your work have a lack of belief that it can still be achieved on that new basis. You have to prove it to them and you have to keep proving it by being reliable and meeting or preferably exceeding their expectations. And bear in mind that whatever goes wrong with the communications you cannot use it as an excuse because you have usually chosen that medium of working and not the user."

Alan K

Exercise 3 - **Managing yourself**

- i. Write a list of time management points

Notes

Module 4 - Telephone Techniques

a. Voice presentation

Voice must be upbeat and sound interesting, you have just an incredible **2 seconds** to catch the attention of your respondent and make them subliminally decide that they are going to listen to what you have to say. Speak clearly and slowly, make your opening sentence concise and to the point, gathering into one sentence the key points of the message you are going to deliver. If selling, don't go straight in, rather work round the edge until you have the respondent "listening".

b What to say to customers during calls

Open your call with a verbal handshake such as "This is Eric(a) speaking/ my name is Eric(a),/ I'm calling from, may I just check that I'm speaking to Mrs/Mr (check from documentation)". Respondents evidently respond to YOU (ie Eric(a)) and not to the company name. They form an image of the caller in their mind and respond to that. Create that image as favourably as possible. Mirror match, changing your voice depending who you are speaking to, ie upbeat and less formal for a younger person, slower and clearer for an elderly respondent etc.

Once you have the respondent "on the line" ie once they are listening, you can relax a little and expand your call depending on their response.

c. Suggested scripts for optimum success

Each block of work that you undertake will most probably come with some form of instructions/directions as to what you are required to ask/sell etc. It is vitally important to follow these guidelines, using the skills you are learning to maximise the effectiveness of the call.

Sign post the call, making certain that you direct the call where you want it to go. Avoid asking closed questions, rather use open ended questions so that the respondent cannot say a flat NO!

(Note : Reference section for Open/Close questioning ⁶)

d. Overcoming objections

Depending on the work you are doing, each objection can be overcome using the techniques you are learning. Never (if possible) take no for an answer. Rather try to turn the objection into another approach.

Use **FEEL FELT FOUND.....**

I know just how you feel, other people have said the same/I have had the same experience..... BUT others felt/ I felt that by doing xyz..... I was able to participate, and when I had I FOUND how easy it was Etc.

Never get cross or irritable however many objections are thrown at you. **The customer is always right.** Listen to what they are saying, and think quickly how you can turn an objection into a positive. "I understand you are going on holiday

at the end of the month, but the time frame is such that you could help us / purchase etc. at the beginning of next month?"

e. What to say if.....

You will come across very many "what ifs", it is incredible what some people will dream up to provide an excuse, rather than just saying, no thank you. Again, always **LISTEN** to what they have to say, and try to provide some upbeat suggestion. Ringing cold into a commercial location, and especially into a domestic location, you are always going to come across scenarios which to you sound extreme, but that is every day life. Treat tales of ill health and death with caution, remain calm and understanding. That person may not be able to help at that time, but if you leave them with an understanding smile on your face, they will almost certainly respond favourably in the future.

f. Times of day for different types of call

Depending on the content of your work load, different times of the day provide different respondents. For business calls the early slot, maybe as early as 08.45, to about 10.00 provides a very relaxed time when people are just emerging into the day. Many directors and senior managers can be randomly found at that time of the day, and the same goes for around 16.30 – 18.00, when the day relaxes into an end time which can provide rich pickings, if only to make appointments for another day for a call back. Lunchtime, which is a very loose definition, can also be valuable, starting from say 12.30 and going through until around 14.30. For business calling, the 10 – 12.30 slot, and similarly the 14.00 – 16.30 slot is usually when people are attending meetings and cannot be disturbed.

For residential calling, the early "after school" relax time from 09.00 till about 10.15 is a good time. Mid to late morning usually provides a grave yard slot, but people who work mornings are normally back around 12.30 – 13.00 and the lunchtime slot from 12.3- - 14.15 can find people quite relaxed and prepared to listen.

The evening provides the maximum potential when people return from work at around 16.30 for manual workers, through until after the meal slot, which can range from 17.00 to 20.00. I think that interrupting a meal time is probably the worst NO NO of all, but a simple apology and an offer to call back at a more convenient time can very often render the call not lost. I have found that if you DO take the trouble to telephone again at the time you said you would, people are so pleasantly surprised that **they respond favourably. AT ALL TIMES politeness, awareness, sensitivity and courtesy** are the attributes of a call that can change it from a NO to a YES !

g. Making notes for successful calls and recalls

Depending on the documentation provided for each job, the way you complete the paperwork yourself can provide you with the most useful tool available. Work with a pencil when you have not been successful, make with an indicator that you can understand stating briefly the outcome of the call, the best time to re-contact that person, THE NAME and company POSITION if commercial. This enables you to cut straight through the switchboard if you have a named contact and be put through direct to the person (if you are lucky !).

Indicate whether you have had No Reply, or an answerphone, and the time of day. It is advisable to try at different times of the day to accommodate that persons working pattern. During peak holiday periods then the answerphone may be on permanently. Try up to 3 times where possible.

h. Wrapping up the call

When the call is complete it is VITAL to sum the call up, using your respondent's name, double checking their postal address, reminding them once again of your name, and **thanking them for the call**. Tell your respondent clearly and concisely what they have agreed to, what they can expect, what the time frame will be. This is a very important part of the call and reinforces all that has gone before. By this time they should be listening and giving you the time to do this.

Exercise 4

- i. Discussion of the points above
- ii. Calling role playing

Notes

Module 5 - Looking for Work

In our experience, not all work is advertised. Also if you start working for a small company and they like what you do the job can often grow. Another thing to think about is that you may well have skills that you didn't realise you had.

Apart from keeping an eye on the newspaper and registering with the Jobcentre there are a number of things that you can do.

a. Look to existing contacts, friends and family

"Although I have won some work by responding to the very limited adverts for work that I see, the vast majority has come from contacts in companies where I had previously worked and knowledge of the systems that they use. It is essential to have good relationships with the departmental management (budget holders) and to understand their issues. It is also important to maintain a presence in the organisations or these contacts will eventually fade away. The sort of work that I do is not needed by every manager, every day. So no matter how good a service you provide you will be forgotten about eventually if you don't keep those contacts."

Alan K - IT Project Management Specialist

"If you have school-age children, think about becoming involved in the PTA group - it's useful to meet other parents, many of whom are working parents, and I have made a few interesting work-related contacts via this route. Parents talk to a lot of other parents - this is a useful networking area which costs nothing and can spread very wide. I have found also that teachers network with other schools - again this can be a useful link"

Gill P Business Services Company Owner

Often working remotely means overcoming a barrier of trust which is probably there in any 'employment' situation - but the thought of you working remotely will often worry managers. But if you can overcome this through an existing contact, link or work experience, this may help.

Sit down with your partner or a friend and think of all people/businesses in the area that you already know and might need your services. Do you know someone who knows them, can you get a name or an introduction in order to make your pitch? Make a list of who you have worked for and the contacts within those organisations and think whether any of these would be useful to contact about work.

b. Local Research

The kind of companies that tend to take on people working from home are often smaller companies that don't have big enough premises or enough work to justify employing people full-time. Could one of these be a potential employer for your telesales/research skills? Go local first and look through the local Thompson directory or Yellow Pages. Talk to the local secretarial services agency - make it clear that you aren't offering secretarial services (!) but find out if they have customers (which are likely to be smallish 1-5 person businesses) who might need your skills.

c. Internet-based Research

You may not have Internet access or be very confident about using the Internet, but don't let this stop you. There is a network of centres which provide Internet access called UK online Centres. You can call 0800 77 1234 to find out where your nearest centre is.

Virtually all libraries are members of the UK online network and now have free Internet access and also should be able to show you how to do searches (see ref guide). The Telework Association does a weekly search of many of the major web-sites that offer telesales/research work and as part of the project we will forward this information to you via email - which you could pick up at the UK online centre. This also means that work which might require you to have internet access to download lists of work and report on these could still be available to you. Check what facilities are available and whether for example you can print out from here and whether you could save a file to a disk and then bring the disk back to update the results.

If you don't already have an email address see reference ⁷

We research these sites
www.planetreruit.co.uk
www.monster.co.uk
www.jobchannel.tv
www.fish4jobs.co.uk

You should search using home in the keywords (this will pick up anything that refers to 'can work from home' or 'home-based' - but also any use of the word 'home' so hence 'home-help' required and unfortunately a lot of the scams (see below)

More likely to find jobs working for charities here.
www.guardian.co.uk
www.charityjob.co.uk/seekers.asp

Also of interest - see articles on fundraising and working for the travel business from home.

You can see these articles at :

<http://content.equaltelework.org/index.php/equaltelework/content/view/full/92/>

d. Scams

The advent of the Internet has meant that there are a lot more scams around. If you have an email address then probably one of the first you will come around is the offer, usually from a relative of a Nigerian Oil Minister who has died leaving a large sum of money which you can help them process. More typically in the home-working area are schemes where you have to pay a registration fee

Don't be fooled by the fact that you may see the adverts in a reputable newspaper or website. If they check at all then it's likely to be a credit check (to make sure they get paid for the advert).

Typical characteristics of scams are :

if they mention returns which seem too good to be true - eg getting paid £150 for packing 100 envelopes
you often have to pay a registration fee
the type of work eg assembling and mailing
if a phone number is given you will probably only get an answering machine
a PO Box number is often used for response

If you have any doubts there are a number of websites that you can check where there are some good examples and lists of some of the common scams operated.

<http://www.imagefirst.20m.com/watchout2.htm>

<http://www.homeworkinguk.com/scam.htm>

You can call the National Group on Homeworking tel 0800 174095 who are tasked by the DTI to assist with information about scams.

e. Multi-Level Marketing, Network Marketing Schemes

These are usually legitimate and used by some well-known and reputable companies (eg Kleeneze) as well as a number of telephone service resellers. The main problem is that they tend to talk up the rewards gained and minimise the effort required to make a lot of money. The people who seem to make most are either those in on the beginning of the scheme and those prepared to put a lot of effort into building up their sales teams. The advertising for these opportunities usually emphasise how much money you will make, play down what the product is and often don't tell you that you will need to buy products and possibly buy training videos etc in order to get involved. Health-related products are very popular within this kind of networking and many seem to use tacky sounding websites such as www.makelotsofmoney.com etc.

Responding to adverts

Read the advertisement, then read it again slowly and carefully before responding. If the advert asks for responses by e-mail don't phone the advertiser – they really won't thank you for it (see reference section about getting an email address).!

Remember, if you receive a response from the potential employer with further details of the job, then at that stage there is no definitive offer of a job. Some people imagine applying for teleworking opportunities to be a case of "first come, first served" – a response from an advertiser with further details of the job is simply that, not an offer of a job!

The advert might state "ideal location South London" – don't always let this put you off. If you live in North Wales state this at the outset of your response, and say that if no-one suitable is found perhaps the advertiser would consider you. Likewise if the hours stated don't seem absolutely suitable for you, respond and offer a suggested alternative or ask if there would be any compromise.

"As an employer I like it when a potential employee has obviously thought around a potential problem as it shows initiative. "

Gill P

Exercise 5

- i. Make notes on finding work ideas
- ii. If you don't have your own computer, locate your nearest UK Online centre, set up a hotmail address and register with the www.equaltelework.org website

Notes

Module 6 - Negotiating a Contract

"After the first year I identified many areas where I needed to develop;

- 1. Putting very strict procedures and contracts (terms of business, order confirmations etc) in place.*
- 2. Changing my prices to fall in line with what I needed to earn, not what customers were prepared to pay! It may be harder to get the contracts in the first place, but once you have the contracts the clients to whom I charge more, tend to stay with you for longer.*
- 3. Needed to make sure that I was available more hours per week than my competitors as this will always win the business if the potential client is trying to decide between two possible providers. "*

Lucy S

"One of the best ways to get "work" is to turn at least part of what you do into a "product" that has a definite price and definite content/process/outcomes.

"People who have never met you and may be difficult to get to meet, for many different reasons - distance, cost, their preparedness to give you their time - will find it much easier to buy an off the shelf package than to "give you some work". So take some of your valuable skills and knowledge and turn them into a saleable product that you can promote to people, and that they can buy without feeling the need to meet you.

"For example if you do translation, market and sell a "translate your web pages" package at an attractive fixed price per page. You can with a little searching find companies that do or could sell into the countries whose languages you translate, but who currently have their web pages in English only. Or the German sites (for example) that do or could sell into UK but have their site in German only, or in very poor English.

Howard M

a. Terms and Conditions

If you have confidence in the skills you are offering and you do your research you will realise that you potentially have a choice of work and are therefore not tempted to apply for work which could be a scam or is badly paid. If a company is well organised it should have its own set of terms and conditions in a contract. If they are new to this area, then you can suggest something along these lines. We would suggest you should be looking for the following as a basis :

b. A trial period

The employer may already offer this. If not you may want to suggest this. This could also involve looking at some of the data that they provide. Some teleworkers have found out that the quality of lists may be poor and hence if you are on a commission based system it can create an impossible situation to deal with.

c. Recompense of expenses

The main expense you will face is an increased telephone bills. A national rate call with BT costs around £5 per hour so it is important that you are getting this covered on a regular basis. One way of doing this is for the employer to provide a code number that you can call which means that the cost will be borne by them from the instant you start working for them. It also means that they can see who you've called and how long for etc. An alternative is to refund your calls on a regular basis (XXXX what would be a reasonable period to look for here ?).

d. Payment

Some companies pay a flat rate plus commission based on sales or appointments made. Ask to see a sample of expected earnings and even to speak to someone who works under such a scheme.

Others pay an hourly rate. The current minimum wage is at £4.30 per hour so check to make sure that you are not being offered less than this. If you are asked what do you charge - do some research and find out what people generally pay for this kind of work. In our experience the rate could vary anything between around £5.00 per hour for basic sales such as charity raffle tickets to £15.00 per hour (and sometimes more) for more specialist services such as appointment fixing where some clever negotiation may be required. How often is the payment period - one month in arrears seems to be normal.

Note - we will include a sample contract in the Appendix.

Exercise 6

Group discussion of contracts

Notes

REFERENCE

¹ Telework guidance

A new code of practice for organisations employing teleworkers has been agreed. The guidance has been produced by the CBI, TUC and CEEP UK (which represents public sector employers) and with input from the Telework Association.

It covers the following issues:

- health and safety, including ensuring all electrical equipment complies with safety regulations and a risk assessment of work is carried out;
- allowances, taxation and expenses eg: to allow claims to attend team meetings or travel to the office;
- human resources, such as recruitment, training and career progression;
- personal support, to ensure employees do not become isolated; and
- information security.

Employment Relations Minister Gerry Sutcliffe said:

"Modern information and communication technologies are changing the way UK business works. Telework, using technology to work away from the traditional office environment, has the potential to bring a wide range of benefits to both employers and employees and it is important that these benefits are realised and exploited fully."

The new guidance sets out legal requirements and examples of best practice and aims to help business and employees consider all related issues and how flexible working can best be implemented in their organization.

Since 6th April 2003 parents of children under 6, and parents with disabled children under 18, have the legal right to get their employer to consider flexible ways of working. New mothers can now take 6 months paid maternity leave, with another 6 months unpaid if they want it, and new fathers get 2 weeks paid paternity leave for the first time.

<http://www.dti.gov.uk/er/individual/telework.pdf>

² Headsets one source of information is www.headsetco.uk [phone number and address too??] also the BT small business catalogue or your local phone supplier. Expect to buy phone with headset point and separate headset.

³ Call Sign

This can be ordered from your phone suppliers. You'll know who the call is for, or who is calling because calls from certain numbers will have a different ring tone. You get an additional number for your phone, which will have a separate ringing tone when it is called. Who you give your Call Sign number to is down to you. It could be your youngster's friends, so you always know if a call is for them. It could just as easily be an elderly relative, so you immediately know it's them when the phone rings. You can also use it to separate business calls or calls from fax machines.

⁴ Display Screen Equipment Regulations

The main relevant law to teleworkers is the Display Screen Directive

90/ 270/ EEC which requires:

- Clear and stable screen, bright and free from glare, which should swivel and tilt easily.
- Adequate arrangement of keyboard characters adjustable keyboard with sufficient space to support the hands and arms of the user.
- Sufficient user space to change positions and vary movements. Work desk sufficiently large, document holder adjustable and stable.
- Satisfactory lighting conditions.
- Minimised glare and reflection at the workstation, and minimisation of radiation levels.
- Work chair adjustable in height including the back rest.
- A foot rest available if required.
- Environmental factors should be minimised including effects of reflection/ glare, noise, heat and humidity

⁵ Business Rates detail

A legal case in 2003 has changed the way that the Business Rates regulations are being interpreted. The following guidance needs to be followed.

⁶ Notes about Open and Closed questioning :

⁷ Getting free email

Web-based email services enable you to access email via a web browser (eg Internet Explorer - which is on the computer you are using). You log into your email account via the Web to send and retrieve email. Free services usually feature banner ads, and often pop-ups as well.

One of the best know is Hotmail which claims to be the world's largest provider of free, Web-based e-mail. Sending and receiving e-mail from Hotmail is easy: go to the Hotmail Web site at www.hotmail.com or click the Hotmail link at www.msn.com, sign in, and send an e-mail message.

Also see www.emailaddresses.com for a listing of the number of these services available but note also that some of these free services can be withdrawn - see the reviews on this web site which give you some idea of how long the service has been going.

Getting Free Access to Computers

The largest UK Network is the UK Online centres: whose purpose is to enable everyone in the UK that wants it, to have access to the internet and e-mail near to where they live.

It could be in an Internet Cafe on the High St, in a public library, in a college, in a community centre, a village hall or anywhere available to the public. Many of the sites offer free access to the Internet.

<http://www.broaddata.co.uk/UKOL/ukolsearch.asp>