

Temporary Worker Terms of Engagement

NF UK W01 | Template version 1.1 | 26 October 2026

Template for completion and approval before individual issue. Uncompleted copies do not form an agreement. Blue bracketed fields are the particulars to enter; the clauses below contain the substantive terms.

Particulars

Worker legal name	{{worker_name}}
Worker address	{{worker_address}}
Worker email	{{worker_email}}
Agreement reference and date	{{agreement_reference}} / {{agreement_date}}
Work sought	Nursing, care assistance or support work within the worker's verified role and competence
Engagement and payer	PAYE agency worker; NurseFlex Ltd is the employment business and payer
Minimum basic hourly pay	GBP {{minimum_basic_rate}} excluding holiday pay; never less than the applicable statutory minimum
Pay frequency and pay day	Weekly in arrears; {{weekly_pay_day}}; payroll cut-off {{payroll_cutoff}}
Holiday year and method	{{leave_year}}; accrued paid leave unless the lawful rolled-up option in Schedule B is expressly selected
Assignment notice	{{worker_assignment_notice}} by the worker; {{nurseflex_assignment_notice}} by NurseFlex
Operational contact	hello@nurseflex.co.uk; assignment-specific urgent contact in the booking confirmation
Territorial scope	Great Britain; a separately reviewed agreement is required for Northern Ireland
Pay display and holiday method	{{pay_model_notice}}

1 Parties and purpose

These terms are between NurseFlex Ltd, company number 17153168, registered in England and Wales (NurseFlex), and the individual identified in the Engagement Schedule (you). NurseFlex acts as an employment business when finding and supplying you for temporary assignments. The type of work sought is stated in that Schedule. The parties agree the clauses and schedules below when they accept the completed document.

2 Meaning of assignment and hirer

An assignment is a confirmed period of temporary work for the care provider or other organisation named in its booking confirmation (the hirer). A booking confirmation records the individual assignment particulars. A business day means Monday to Friday excluding public holidays in the place where the relevant obligation is performed. Pay references are gross amounts before lawful deductions.

3 Engagement basis

This template is for a direct PAYE agency-worker arrangement under a contract for services. It does not establish a permanent employment contract or an umbrella or limited-company engagement. The legal status and statutory entitlements arising from the actual relationship are not overridden by this description. Neither party is obliged to offer or accept an assignment, and there are no guaranteed hours or remuneration between assignments unless a separate written agreement says otherwise.

4 Order of documents

The completed Engagement Schedule, these terms and any signed variation form the engagement agreement. The booking confirmation supplies assignment particulars but cannot reduce statutory rights or change these terms without agreement. A Key Information Document explains proposed pay arrangements and must be provided before engagement terms are agreed. General website terms and a handbook do not silently amend pay, holiday or notice provisions in this agreement.

5 Accepting and confirming work

You may apply for or decline available work. An application alone is not confirmation. An assignment is confirmed when NurseFlex communicates its acceptance and you accept the assignment particulars through an agreed electronic or written process. You must check the site, role, dates, hours and pay before accepting and promptly report any error. NurseFlex will not require you to buy work-finding services or prevent you accepting work elsewhere.

6 Assignment information

NurseFlex will give you the hirer's identity, nature of business, work location, duties, start date, expected duration, hours, breaks, pay and expenses, known health and safety risks and controls, and required experience, training, qualifications and authorisations. Where an urgent oral offer is used, NurseFlex will confirm the required information in writing within the applicable statutory time limit. Material changes require a revised confirmation and your agreement where required.

7 Checks and continuing suitability

Before deployment you must provide accurate evidence reasonably required to establish identity, right to work, relevant professional registration, experience, references, safeguarding suitability, occupational fitness and competence for the assignment. NurseFlex will carry out the applicable checks and assess the evidence rather than treating an upload alone as approval. Tell NurseFlex promptly about restrictions, expiry, a change in work permission or any other matter affecting safe and lawful deployment. Sensitive information must be sent through an authorised secure channel.

8 Professional responsibilities

During an assignment you will provide services personally, act with reasonable skill and care and follow lawful and reasonable site instructions. You will work within your training, competence and professional scope; preserve dignity, confidentiality and consent; maintain accurate records; and cooperate with appropriate

supervision and handover. You must not perform a task you cannot safely or lawfully undertake. Ask the responsible clinician or manager for support and inform NurseFlex where the concern cannot be resolved safely.

9 Health safety and safeguarding

You and NurseFlex will cooperate with the hirer on health, safety and safeguarding. Attend the site induction, use required protective equipment, report hazards and incidents promptly and follow emergency procedures. You may raise a genuine safety concern or make a protected disclosure without unlawful detriment. Contact emergency services where necessary. Nothing here authorises disclosure of confidential service-user records in public messages or unsecured channels.

10 Working time and other work

Tell NurseFlex the hours and patterns of other work necessary to assess rest, fatigue and working-time limits. NurseFlex will apply statutory limits, rest entitlements and any role-specific restrictions. A voluntary agreement to opt out of an applicable average weekly-hours limit must be separate from these terms and may be withdrawn in accordance with that agreement and law. Accepting this contract is not an opt-out. No opt-out removes other applicable safety or rest protections.

11 Pay rates and payment

NurseFlex will pay you for all hours actually worked at the rate in the booking confirmation, subject to applicable minimum-pay and equal-treatment requirements. The minimum expected basic rate is in the Engagement Schedule. Weekly pay will be made to your verified nominated account on the stated pay day. NurseFlex remains responsible for pay due whether or not the hirer has paid NurseFlex. No payment for time not worked is due except as expressly agreed or required by law.

12 Timesheets and disputes

Record actual start and finish times and breaks honestly and submit the timesheet by the stated cut-off. You may challenge an inaccurate amendment. A missing or disputed approval will be investigated promptly using available evidence; it does not automatically remove entitlement to pay for work performed. Only a reasonable evidence-gathering delay permitted by law may be used. NurseFlex will pay undisputed sums when due and communicate the reason and correction route for any contested amount.

13 Deductions and payslips

NurseFlex will deduct tax and employee National Insurance required by law and any employee pension contribution lawfully due. Other deductions require a lawful basis, including any necessary prior written agreement, and must respect minimum-wage rules. Employer National Insurance, the agency's margin and ordinary recruitment costs are not employee deductions. An itemised payslip will show gross pay, holiday pay where separately paid, deductions and net pay. Suspected overpayments will be explained before a reasonable lawful recovery arrangement is applied.

14 Expenses and travel

Only expenses expressly authorised in the booking confirmation or subsequently agreed in writing are reimbursable, subject to reasonable evidence and applicable tax treatment. Normal commuting is not reimbursed unless agreed. No unnotified transport, uniform or accommodation charge is created by this agreement. You must be told the price and cancellation terms of an optional additional service before buying it.

15 Annual leave entitlement

You are entitled to statutory paid annual leave and any greater entitlement required by equal-treatment rights or a written schedule. The statutory entitlement is normally equivalent to 5.6 weeks for a full leave year, adjusted to the actual working pattern and applicable rules. The leave year and method are recorded in the Engagement Schedule. NurseFlex will maintain leave records, explain the balance on request and apply the lawful accrual, carry-over and termination rules for your circumstances.

16 Holiday pay method and taking leave

The standard method under this template is to accrue leave and receive holiday pay when leave is taken using the legally required reference calculation. Request leave through NurseFlex in reasonable time; any refusal or instruction to take leave must meet statutory notice requirements. Rolled-up holiday pay applies only if you legally qualify and Schedule B expressly selects it. It must be paid on top of ordinary pay, separately identified and calculated under current law; it does not remove the right to take time off. Unused statutory entitlement will be dealt with lawfully when the engagement ends.

17 Equal treatment and previous assignments

Tell NurseFlex about relevant previous work for the same hirer, including work through other agencies, and breaks that may affect the qualifying period. NurseFlex will seek the information needed to apply your rights under the Agency Workers Regulations 2010, including qualifying pay and basic working conditions after the applicable period and rights applying from the first day. This agreement does not waive those rights or permit artificial arrangements designed to avoid them. Raise any concern with NurseFlex so it can investigate and respond within applicable legal timescales.

18 Sickness family rights and pensions

Report sickness or inability to attend as soon as reasonably practicable to the assignment contact and NurseFlex. Supply self-certification or medical evidence where lawfully required. Statutory sick pay, family-related payments and leave, and pension duties will be assessed under the legislation and eligibility rules applying at the relevant time; this contract does not exclude an entitlement because you are an agency worker. NurseFlex will provide relevant pension information and any required statutory decision or form. No enhanced contractual sick pay is promised unless stated in a signed schedule.

19 Training and competence

You must maintain competence and take required induction and safety instruction for the assignment. NurseFlex may assess current equivalent training evidence from an appropriate external provider. A paid Academy purchase is a separate optional transaction and is not a work-finding fee or a mandatory purchase under these terms. Any chargeable additional service requires its own notified price and cancellation terms. Where training is working time or must be funded by law, it will be treated accordingly.

20 Cancellations and inability to attend

If you cannot attend a confirmed assignment, notify NurseFlex and the hirer's designated contact immediately using the booking confirmation. The notice arrangements in the Engagement Schedule apply subject to statutory rights and unavoidable emergencies. NurseFlex will communicate cancellations promptly and explain any contractual cancellation entitlement in the booking confirmation. There is no automatic worker fine or wage deduction for cancellation under this agreement. A pattern of concerns may be investigated fairly and future assignments may be restricted where lawful and justified.

21 Complaints conduct and ending an assignment

Either party may end an assignment by the notice stated in the Engagement Schedule or a more specific mutually agreed booking notice. NurseFlex may remove you promptly from unsafe or unlawful work or while investigating a serious suitability concern, without withholding pay already earned or excluding statutory rights. You may raise a complaint with hello@nurseflex.co.uk and ask for review by someone not directly involved where practicable. Ending an assignment does not itself cancel pay, holiday or other sums lawfully due.

22 Ending the framework engagement

Either party may end this engagement framework in writing at any time, while honouring agreed assignment notice and legal obligations. NurseFlex will settle earned pay and holiday due, explain lawful deductions, supply required payroll documents and retain records only as lawfully necessary. Return property and confidential records through a secure route. You remain free to take other work; no transfer or recruitment fee is payable by you.

23 Confidentiality and information rights

Use confidential information only for the assignment and disclose it only to authorised people with a proper need to know. Keep records in the approved systems and return or securely remove copies when authorised. These duties continue after the assignment but do not prevent protected disclosures, reporting crime, obtaining legal advice or exercising statutory rights. Any intellectual property in routine work records belongs to the person entitled under applicable law or the hirer's lawful arrangements; your pre-existing materials are not transferred by implication.

24 Personal information and records

NurseFlex and the hirer will process personal information for lawful recruitment, deployment, payment, safety and compliance purposes as described in their privacy information. This agreement is not blanket consent to all processing. Access, security, retention and sharing must follow applicable data-protection law. Report a suspected breach promptly. You may exercise your information rights without this agreement restricting them.

25 Notices changes and legal rights

Routine notices may be sent to the account or email identified in the Engagement Schedule, with a record of delivery. Material contractual changes require agreement where necessary and a written version identifying the changes and effective date; a website update alone does not reduce agreed rights. If a clause cannot lawfully operate, the rest continues where possible. There is no partnership and no authority for either party to bind the other beyond the agreed assignment arrangements. Mandatory statutory rights, claims and available legal forums are preserved.

26 Governing law and acceptance

The agreement is governed by the law of England and Wales, without removing mandatory protections or court and tribunal rights applicable in Scotland or the place of work. The parties may accept the completed document electronically or in writing. The accepted version, schedules and signature or acceptance record must be retained and a copy supplied to the worker. The public uncompleted template is not an issued personal agreement.

27 Schedule B Holiday option

Selected method: `{{holiday_method}}`. Leave year: `{{leave_year}}`. If accrued: holiday pay is paid when qualifying leave is taken using the statutory calculation. If lawfully rolled up: eligibility basis `{{rolled_up_eligibility}}`, separately stated percentage or calculation `{{holiday_percentage}}`, and commencement date `{{holiday_method_start}}`. If no lawful rolled-up selection is completed, the accrued method in clause 16 applies. Any greater entitlement follows applicable law or the agreed assignment schedule.

Acceptance and signatures

By signing or recording an agreed electronic acceptance, each party accepts the completed particulars, clauses and attached schedules. The acceptance record must identify the exact version. This is a simple contract and is not executed as a deed.

For NurseFlex Ltd

Authorised name `{{nurseflex_signatory}}`

Signature or verified acceptance `{{nurseflex_signature}}`

Date `{{nurseflex_signature_date}}`

Other party `{{counterparty_signatory}}`

Capacity or authority `{{counterparty_capacity}}`

Signature or verified acceptance `{{counterparty_signature}}`

Date `{{counterparty_signature_date}}`

Current pay and pricing guidance

NurseFlex UK | New offers from 26 October 2026 | Weekly payday Friday

This guide explains the approved starting rates for new nurse, HCA and Support Worker offers. Individual engagement terms and accepted assignment particulars govern the actual pay and client price. Existing signed terms and accepted bookings are unchanged.

Staff gross hourly guide

Role	Weekday day	Weekday night	Weekend	Bank holiday
Nurse RGN or RMN	£24.00	£26.00	£27.00	£36.00
HCA	£15.13	£16.25	£17.37	£22.69
Support Worker	£15.69	£16.81	£17.93	£23.53

The table includes a 12.07% holiday component for eligible rolled-up arrangements. Basic and holiday are itemised separately; do not add holiday a second time. Weekday day basic rates are nurse £21.4152, HCA £13.50 and Support Worker £14.00. Exact basic rates are retained for payroll; pay-period rounding can produce penny differences from rounded hourly guides.

Standard client hourly proposals

Role	Weekday day	Weekday night	Weekend	Bank holiday
Nurse RGN or RMN	£34.32	£36.68	£37.86	£48.48
HCA	£21.85	£23.18	£24.50	£30.78
Support Worker	£22.51	£23.84	£25.16	£31.77

Client proposals include holiday and employer NI/pension provisions plus the service fee. Actual payroll liabilities use applicable thresholds and eligibility. VAT follows the recorded supply assessment; no blanket exemption is asserted. A proposal is not an agreed facility price.

Holiday eligibility and confirmed amounts

Rolled-up holiday pay requires an active PAYE profile, evidenced irregular-hours or part-year eligibility and a qualifying leave year. Bank status alone is insufficient. Regular-hours and accrued-holiday staff are paid for leave under their applicable terms; the holiday provision is not extra current shift cash.

For an eligible nurse, 12 paid hours at the new weekday minimum produce £256.98 basic plus £31.02 holiday = £288.00 gross before employee deductions. Unpaid breaks reduce paid hours. The example is not a net-pay or payment-date promise.

Use one category for each worked period: bank holiday, then weekend, then weekday night or day. Weekday night is 20:00 –07:00, Europe/London. Cross-boundary hours need the applicable agreed rates; premiums do not stack.

Current guide: <https://nurseflex.co.uk/pay-rates/> | Private staff guide: <https://nurseflex.co.uk/dashboard/staff-rates/> | Questions: hello@nurseflex.co.uk